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1. Introduction

The system administrator's manual is intended for supervisors, who will configure the VRS system through the Semi-Permanent Data pages, and manage and operate it by entering and adjusting the information that is used by agents, such as the schedules, and fares.

As the system is based on an open relational database, an overview is provided into methods of accessing the system data and copying the data for other purposes.

Overview

The system is managed through tables of information and also through specific options.

A table consists of columns and rows where a column contains similar information and rows.

The tables of information include flights, fares, agents, Ticket Accounts & Tickets all of these are accessed through special screens under the Back Office option of the client program.

The management screens operate in a similar manner:


1. Introduction

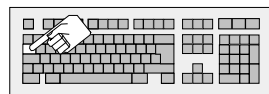
VRS System Administration

1.1 Before You Start

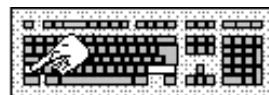
Common Keys Used and Where to Find Them



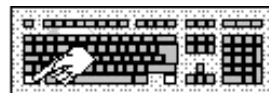
The Tab key, used to move forwards between fields of data. To move backwards use the **Shift** key plus .



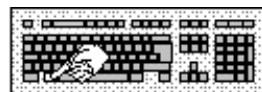
Shift key. There are two of these on the keyboard.



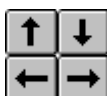
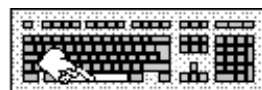
The Control key for hot key sequences. There are two of these on the keyboard.



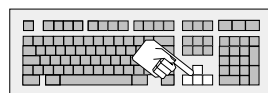
Alt key for accelerator key sequences.



The Space bar used to select/deselect.



Direction cursor keys, used to move backwards or forwards within a word or line of text, or moving through a vertical list of items.



VRS System Administration

2. Flight Schedule

Schedule

File Flight Update LC vs Inventory LC vs AV Scan Segment Validation Scan

Select Flight

Departing Destination Flight Date 12-Jan-2005 > Flight No Flight Group Search

Flight No	Flight Date	Flight Carrier	Flight Class	Flight Status	Flight Type	Flight Sub	Flight Group
131146	12-Jan-2005	KHI	KHI				
131781	12-Jan-2005	KHI	KHI				
133043	12-Jan-2005	KHI	KHI				
150080	12-Jan-2005	KHI	KHI				
133991	12-Jan-2005	KHI	KHI				
133626	12-Jan-2005	KHI	KHI				
131608	12-Jan-2005	KHI	KHI				

SSIM FlightGroupID
12-Jan-2005E40100
12-Jan-2005E40100

PNL
Tx PNL hrs 04
☒ AutoPNL
☒ PNL Sent
☒ Include Eticket No
☒ Include Picket No
☐ ADL's

Flight Details

Flight Date 12/01/20 Wednesday Flight ID 131146 ☒ Restrict Sales
Schedule ID
Aircraft Ref B73 ☐ Multi-leg Segment
Checked when flight is part of a multi-segment sequence

Single Flight/Segment Action
Save/Update Delete DCS Nesting

Generate Flight Schedule & Inventory
Operational Days
Start > Mon Tue Wed Thu Fri Sat Sun
Stop < ☐ ☐ ☐ ☐ ☐ ☐ ☐
GO - Create New flights, Single & Multiple Segments

Itinerary

	Departing	Flight Numbers	Local Arrive	Day	Depart	Day
1st Seg	KHI	E40100			07:30	
2nd Seg						
3rd Seg						
4th Seg						
5th Seg						
6th Seg						
7th Seg						
8th Seg						
Final Destination	ISB		09:45			

Booking Class

Class 1	Class 2	Class 3	Class 4	Class 5	Class 6	Class 7	Class 8	Class 9	Class 10	Class 11	Class 12
Class Identifier C											
Class Capacity 5											
Agent Capacity 5											
Aircraft Cabin C											
Internal Availability 5											
Agent Availability 5											
Qty Reservations 0											
AVS Threshold 1											

Cabin Totals

	C	Y		
Cap	8	114		
Sold	0	36		
Av	8	78		

Build Leg Capacity Limitation
Display Inventory
Update Av from LC

Flights are managed through the Schedule option under the Back Office options of the Client program.

2. Flight Schedule

VRS System Administration

Select Flight

Departing Destination Flight Date > Flight No v0123 Flight Group Search

FIND	DEPART	DESTIN	FLTNO	Flt_Date	DPRT1	DPRT2	DPRT3	DPRT4
84855	LHR	CDG	VT0123	2003-02-19	LHR			
84856	LHR	CDG	VT0123	2003-02-20	LHR			
84857	LHR	CDG	VT0123	2003-02-21	LHR			
84858	LHR	CDG	VT0123	2003-02-22	LHR			
84859	LHR	CDG	VT0123	2003-02-23	LHR			
84860	LHR	CDG	VT0123	2003-02-24	LHR			

Select Flight

This allows you to view schedules of individual flights or a particular flight group.

1. Enter flight detail in grid and click search
2. Select flight from grid by clicking on it
3. The flight details will be displayed below

Flight Details

It is possible to amend an existing flight or create a new flight by entering details in this section.

Flight Details

Flight Date 12/01/20 Wednesday Flight ID 131146 ☒ Restrict Sales

Aircraft Ref B73
 Checked when flight is part of a multi-segment sequence

Single Flight/Segment Action

Generate Flight Schedule & Inventory
 Start > Operational Days
 Stop < Mon Tue Wed Thu Fri Sat Sun

Itinerary

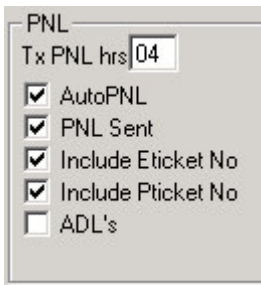
	Departing	Flight Numbers	Local Arrive	Day	Depart	Day
1st Seg	KHI	E40100			07:30	
2nd Seg						
3rd Seg						
4th Seg						
5th Seg						
6th Seg						
7th Seg						
8th Seg						
Final Destination	ISB		09:45			

Additionally sales by agents on a lower authority can be restricted by enabling Restrict Sales. After amending click save/update.

DCS and Nesting text to add when finished

VRS System Administration**2.1 Adding a New Flight**

1. Enter flight itinerary beginning with the 3-letter city code under the column departing. For 1st segment enter flight number (carrier can be two alphas or 1 alpha plus one numeric or 1 numeric plus 1 alpha or three alphas. Flight number is 4 numerics or three numerics plus an alpha) and departure time. If flight is multi-leg then fill in the row labeled 2nd segment with flight number, the time the flight arrives and departs. Enter city code in Final Destination box and in the same row enter the arrival time of the flight.
2. Select aircraft reference under flight details section from the dropdown list.
3. Click on auto PNL box and enter how many hours before departure the PNL should be transmitted into DCSs. If you require E ticket or P ticket numbers to be included on the PNL check these boxes.
4. ADL's are used to send messages via e-mail or SITATEXT to indicate updates that have been done on a passenger's booking. ADL's are only sent after a pNL has been sent. These are usually sent to the address where the PNL's have been sent for a particular flight.



The screenshot shows a dialog box titled "PNL". It contains a text field labeled "Tx PNL hrs" with the value "04" entered. Below this are five checkboxes: "AutoPNL" (checked), "PNL Sent" (checked), "Include Eticket No" (checked), "Include Pticket No" (checked), and "ADL's" (unchecked).

4. If flight has Multiple segments, then ensure check box is ticked
5. Enter booking class details for the inventory. TEXT FOR CLEAR ALL

2. Flight Schedule

VRS System Administration

Cabin Totals			
	C	Y	
Cap	8	114	
Sold	0	36	
Av	8	78	

Enter the Class identifier (fare bucket) and Class Capacity. Tab to the Agent Capacity and the value entered in the Class Capacity will be copied over here, and also into the Internal Availability, and Agent Availability boxes. If less than full availability is to be shown to the agent on the reservations screen, a lower level can be entered in the Agent Capacity/Agent Availability boxes.

Enter the aircraft cabin that the seats are to be sold in e.g. F/C/Y.

If there is more than one class then click on the tab Class 2 and fill in the details for the second class. More than one class identifier (fare bucket) can be entered for each aircraft cabin. If an error has been made in one of the classes, the clear button can be used but if the entire range of booking classes want to be erased, the clear all button must be used and the 1st bucket must be selected.

6. If linked to a GDS set AVS threshold for each booking class. If 2 is entered, when the seats available in this booking class reduce to 2 or below an AVS (Availability Status Message) will be generated to the GDS to close the flight out for sale in that class.
7. Under the heading Generate Flight schedule and inventory, select start date and End date for schedule. Select the days of the week when the flight will operate by clicking on the check box.

Click the GO button to generate schedule for period specified.

If a flight has more than one leg it may be necessary to limit the capacity on one of the legs. This should be done before clicking the Go button to generate flights. If flights have already been created see section on Updating a Flight.



Click on the above button for the following pop-up.

VIDECOM	2. Flight Schedule
VRS System Administration	

[illegible]

Enter the number of seats to be shown available for a specific leg, if less than the capacity shown on the main schedule screen.

Also, if a leg is NOT to be displayed on the reservations screen, click on Yes, which will revert to No.

Click Close.

Click GO to generate the flight schedule.

. Inventory Display

To view the inventory on a particular flight, find flight using search criteria such as

flight number and date. On the booking class tab, click

Display
Inventory

The following screen will appear

[illegible]

Class	This lists all the fare buckets
-------	---------------------------------

Class cap	This shows the maximum number of seats allocated to each fare bucket
-----------	--

InternalAv	This is Class capacity minus Reservation Quantity
------------	---

Agent cap	The maximum number of seats the agent is authorised to sell
-----------	---

Agent Av This is Agent Cap minus Reservation Quantity

2. Flight Schedule

VRS System Administration

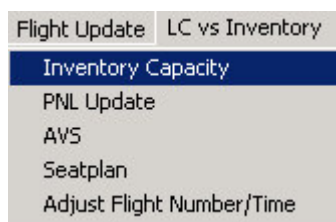
Cabin	The actual aircraft cabin class
Qty Res	The number of seats sold
AVS Thr	When agent availability falls below this number a message is automatically sent to the GDS

2.2 Updating or Deleting a Flight

1. Use search facility to locate flight to be changed (or deleted).
2. Locate flight on grid by clicking on it in order to display flight details and itinerary.
3. Make amendments.
4. Click save/update button to store changes or the delete button to remove flight schedule.

If after entering a flight schedule for a specific period, there is a need to update the leg capacity for a group of flight, they can all be amended at the same time.

Inventory capacity



The Inventory capacity Screen can be accessed from the Flight Update tab on the Menu bar of the Schedule Screen.

Click on the Inventory Capacity to display the following screen.

VRS System Administration

Input the origin and Destination City, and if required, the flight number and start and stop dates and press count. All the flights within these parameters will be displayed on the right hand side, with the number of flights indicated below. Enter the new required levels for a class identifier in the boxes below and click update. All the flight in the list will be updated with the new levels.
Note – This procedure should only be done before selling has commenced on a flight.

ALTERNATIVE INVENTORY ALTERATION (IML COMMAND)

Another way of altering the capacity of a particular fare on VRS is to enter the following message:

IML/E40122/20DEC05/Y10B10M10

The above command changes the inventory of the Y, B AND M classes of the flight E40122 departing on the 20Dec05.

IML/E40122/20DEC05/10JAN06/123457/Y10

This command alters the Y class of all Flight E40122 travelling from the 20Dec to 10Jan every day except the sixth day of the week which is Sunday.

Auto PNL

This screen can also be used to input, or update the time a PNL is to be generated from VRS to DCS.

As with Inventory Capacity, select the flights you wish to update.

2. Flight Schedule

VRS System Administration

Click AutoPNL On and specify the numbers of hours before the flight that the PNL is to be sent. To stop PNL from being sent for this flight, select AutoPNL Off.

2.3.PNL Update

PNL Update

Update Filter

City 1 City 2 Flight No Start Stop

ON OFF No Change

☒ ☐ ☐ AutoPNL Tx PNL hrs

☐ ☐ ☒ PNL Sent

☒ ☐ ☐ Include Eticket no.

☒ ☐ ☐ Include Picket no.

☐ ☐ ☒ ADL's

Set No Passengers/Availability

NoPax Value

3065 KI7002 DPS CGK 15/12/2004

3068 KI7002 DPS CGK 16/12/2004

3071 KI7002 DPS CGK 17/12/2004

3074 KI7002 DPS CGK 18/12/2004

3111 KI7002 DPS CGK 19/12/2004

3077 KI7002 DPS CGK 20/12/2004

3080 KI7002 DPS CGK 21/12/2004

3083 KI7002 DPS CGK 22/12/2004

3086 KI7002 DPS CGK 23/12/2004

3089 KI7002 DPS CGK 24/12/2004

3092 KI7002 DPS CGK 25/12/2004

17 records identified

Left click to select date, right click to hide calendar

PNL Update is used to alter PNL On/Off, the number of hours prior to departure the PNL is sent (currently 23 hours) plus the facility to close or reopen a flight. Enter departure/arrival cities, flight number, start/stop dates and click on counts. There will be a display of flights and a total number of records to be amended. Select Auto PNL On/Off, the number of hours prior to departure. In the “Set No Passengers/Availability” section select “Set NoPax-Flt Av/Sales Disabled” to close a flight and “Unset NoPax-Flt Av Sales Normal” to reopen a flight. The default is set to No Change. Then click on Update.

VRS System Administration

2.4 AVS

The screenshot shows the 'AVS Update' window with the following fields and controls:

- Update Filter:**
 - City 1: CCS, City 2: MRD, Flight No: VE0604
 - Start: 02/10/2004, Stop: 31/10/2004
- Class Identifier:** (Empty text box)
- AVS Threshold:** 2
- All Classes:** ☒
- Class Filter:** ABCDEFGH
- Buttons:** Count, Update, Send AVS Messages
- Text:** AVS messages are transmitted once the availability falls to or below this level. Set AVS Threshold to blank to disable AVS message transmission.
- Table:**

109535	VE0604	CCS	MRD	02/10/2004
109549	VE0604	CCS	MRD	03/10/2004
109489	VE0604	CCS	MRD	04/10/2004
109493	VE0604	CCS	MRD	05/10/2004
109497	VE0604	CCS	MRD	06/10/2004
109501	VE0604	CCS	MRD	07/10/2004
109513	VE0604	CCS	MRD	08/10/2004
109536	VE0604	CCS	MRD	09/10/2004
109550	VE0604	CCS	MRD	10/10/2004
109490	VE0604	CCS	MRD	11/10/2004
109494	VE0604	CCS	MRD	12/10/2004
- Status:** 30 records identified
- Footer:** Left click to select date, right click to hide calendar

This area is used to adjust the AVS levels set in VRS on a group of flights. Enter the search criteria in the Update Filter area and click count. Enter the specific booking class in the Class Identifier area, or if all class check the All Classes box. Enter the new AVS Threshold level and click Update.

If a manual recap message needs to be sent to the GDS, again use the Update Filter to select the required flights. The Class Filter box will be populated with default booking classes set in the server, which can be amended here if necessary. Click Send AVS Messages to generate AVS messages on these classes at or below threshold levels.

2. Flight Schedule

VRS System Administration

2.5 Seat Plan

From Flight update click on seat plan.

SeatConfigID	SeatConfigName	ConfigCode
1	DC9 Jet	DC9
2	Embraer Brasilia	EM1


109512	VE0604	CCS	MRD	01/10/2004
109535	VE0604	CCS	MRD	02/10/2004
109549	VE0604	CCS	MRD	03/10/2004
109489	VE0604	CCS	MRD	04/10/2004
109493	VE0604	CCS	MRD	05/10/2004
109497	VE0604	CCS	MRD	06/10/2004
109501	VE0604	CCS	MRD	07/10/2004
109513	VE0604	CCS	MRD	08/10/2004
109536	VE0604	CCS	MRD	09/10/2004
109550	VE0604	CCS	MRD	10/10/2004
109490	VE0604	CCS	MRD	11/10/2004
109494	VE0604	CCS	MRD	12/10/2004
109498	VE0604	CCS	MRD	13/10/2004

From the aircraft types shown in the grid, select the aircraft for which a seat plan is to be designed then click on Seat Plan Design. Note only aircraft types added in semi perm will be displayed.

Enter maximum vertical grid size to hold aircraft plan, ie columns + 2 + 2

9

In this box add in the number of seat rows across the aircraft plus the number of aisles and for the wing. E.g. B737 with single aisle (1) three seats either side (6) plus wing on each side (2) Total 9. Click OK



VRSClient

Enter maximum horizontal grid size to hold aircraft plan, seat rows + 2+2

OK

Cancel

20

On this screen enter the number of seat rows plus doors.e.g. 18 seat rows (front to back) One door forward on either side and one door aft on either side (2) Total 20. Plus additional 2 so seat letters can be displayed. Click OK

Seat Plan Design

Exit Set Seat Vertical Set Seat Horizontal

Seat Layout

				6	7	7	8				
99	1	1	1	1	1	1	1	1	1	1	99
98	1	1	1	1	1	1	1	1	1	1	98
	4	4	4	4	4	4	4	4	4	4	
97	1	1	1	1	1	1	1	1	1	2	97
					6	7	7	8			

Cell Allocation

Clear Cell

S
T
U
V
W
X
Y
Z

Seat Identification

Start Row 1

Start Letter A

Set Cabin Y

Activate Seat Identification

Grid Coords

Row

Column

Grid Coords

CellType

Seat Name 1A, 3D etc

Cabin Class

Delete Seat Plan

Save Seat Plan

Exit

2. Flight Schedule

VRS System Administration

To allocate seat select seat in the Cell allocation box and click Activate Seat selection. With the mouse click on the cell where seats are to start and drag from left to right the required number of seats. In the above example seven. This will put the number 1 in the cells. Repeat for the number of rows across the seat plan. From the cell allocation drop down change to Aisle and again click and drag to allocate the number four to the aisle cells. Change the cell allocation to doors which may be allocated either in front/rear of seats or outside the seat area (like the wing). This will allocate numbers 2 or 3. Change the cell allocation to wing start click on the appropriate cell outside the required seat number. Change to wing end and allocate at the appropriate seat number. Change to wing middle and allocate accordingly. This will add the numbers 6,7,and 8 for the wing. To allocate seat letters move to the bottom of the drop down and select the letter required and allocate to a blank cell at the beginning and end of the horizontal seat rows. Next click on Activate Seat Identification. The default setting is for seats to start at row 1 seat A and Y class. Change these as appropriate. On the seat grid (1) click on the seat that is to be 1A and drag from left to right. Repeat for other rows i.e. BCDEF etc. **ADD SEAT LETTERES TO ROWS** Finally click on Save Seat Plan. Then exit.

2.5.1 Allocating Seat Plan to Schedule.

SeatPlan Update
Exit Seat Plan Design

SeatPlan Adjustment
Update Filter

City 1 City 2 Flight No Start Stop Filter Schedule Equipment

Row	Aircraft	Configuration
6	Boeing 737-300	733
7	Boeing 737-400	734
8	Boeing 737-500	735
9	Boeing 737-800	738
10	McDonnell Doug	M11
11	British Aerospace	AR1
12	DAKOTA	DC3

Count
Delete Configs

Apply Seat Plan Configs to Flights

Aircraft Seat Config

91291	FUA9990	DUB	CDG	25/08/2004
91292	FUA9990	DUB	CDG	26/08/2004
91293	FUA9990	DUB	CDG	27/08/2004
91294	FUA9990	DUB	CDG	28/08/2004
91295	FUA9990	DUB	CDG	29/08/2004
91296	FUA9990	DUB	CDG	30/08/2004
91297	FUA9990	DUB	CDG	31/08/2004
91298	FUA9990	DUB	CDG	01/09/2004
91299	FUA9990	DUB	CDG	02/09/2004
91300	FUA9990	DUB	CDG	03/09/2004
91301	FUA9990	DUB	CDG	04/09/2004
91302	FUA9990	DUB	CDG	05/09/2004
91303	FUA9990	DUB	CDG	06/09/2004

37 records identified

VRS System Administration

To allocate a seat plan the flights have to first be identified. Select the cities, flight number, date range and the flight schedule equipment. From the grid of aircraft types select the seat plan to be attached to the flights. Click on count to show the number of flights to be updated then click on Apply Seat Plan Config to Flights.

2.6 Adjust Flight Number/Time

This area is used to generate schedule changes, flight number changes and flight deletions. Flights that are to be changed can be filtered by route, date and flight number.

Flight time change

In the event of a schedule change on a flight which may already have passengers booked, this feature adjusts the flight time, updates the PNRs with the new flight time and puts PNRs on a queue so the passengers can be advised.

The PNR history will show the original and new flight timings.

Flight Adjust Time/Flight Number

Flight Segment Number/Departure & Arrival Time Adjustment

Update Filter

City 1 City 2 Flight No Start > |
Stop < |

New/Cancel Flight Number ☒ Change Ticket FltNo (Same Fare)

New Depart Time Day New Arrive Time Day

Count
Update
Move Pax
Cancel Flight
Set NoPax
Delete Flight

Advice of Schedule Change

Normally VRS will Q the affected PNR's on the originating office Q with a RMK to indicate the change that has occurred. Where the PNR originates from another GDS/CRS an ASC message will be sent indicating the appropriate TK/UN status. If no Q city/Number is specified for the office, the PNR is directed to the Q specified below. This activity may be limited to a single local Q by selecting the option below.

☐ Local Q only
Q City Q Number
☐ Report

Select Update to adjust flight number/times, update PNR's with new flight number/time, update PNR History and Q PNR's

2. Flight Schedule

VRS System Administration

Input the origin and Destination City, the flight number and start and stop dates and press count. All flights that appear in the window on the right hand side will be affected by the change. A prompt will appear advising how many flights will be affected, and how many PNRs will be sent to the Q.

Fill in the new departure and arrival time, also the Queue City and number and click Update.

When all flights have been updated, a note will tell you how many records have been updated. All the PNRs containing bookings on flights that are affected by the schedule change will be sent to the defined Q. The defined Q is specified by ticking the Local Q box and then specifying the Q city and number. If Local Q box is not ticked, the updated PNR's that have to be advised of Schedule change would be default to the local Q of the issue office of each PNR.

Flight number change

If the flight number is to be changed enter the update criteria as before, add the new flight number and Q details. Click update and the flight number will be changed on the selected flights and PNRs sent to the defined Q.

Flight deletion

If flights are to be deleted from the schedule, again add data as on previous examples and click Delete Flight. The flights will be deleted and PNRs sent to the Q for passengers to be advised.

2.7 LC vs Inventory (Report)

Comparison of Availability with Capacity - Reservations from 25-Aug-2004

Flights are checked to see if Capacity = Availability + Reservations. A flight with listed discrepancy may indicated that a sale is currently in progress.

Single Segment Flights

FlightFUA9990 DUB CDG 31-Aug-2004 Class Y

Multi-Segment Flights

Coming Soon

Scan Complete

2.8 LC vs AV Scan (Report)

PAX Booked on Flight FUA1242 Wednesday 12-Nov-2003

Itinerary

DUB->AGP

Class Y

Departing	Destination	Cap	Av	Res/LC
DUB	AGP	50	10	40

Class A

Departing	Destination	Cap	Av	Res/LC
DUB	AGP	65	0	64

Class B

Departing	Destination	Cap	Av	Res/LC
DUB	AGP	36	26	10

Class C

Departing	Destination	Cap	Av	Res/LC
DUB	AGP	0	0	0

Class K

Departing	Destination	Cap	Av	Res/LC
DUB	AGP	19	0	19

2. Flight Schedule

VRS System Administration

2.9 Seg Validation Scan (Report) 1,3,6...???

Flight Segment Validation from 25-Aug-2004

Flights are checked to comply with segment quantities 1,3,6,10,15,21 or 28 and that the multiple flag is set to M for multi-segment flights and not M for single segment flights. Any flights listed should be corrected immediately otherwise inventory calculations will not be correct.

Scan Complete

2.10 Inventory History.

The entry *IE40108/23SEP (where e4 is airline and 0108 is flight number) will display changes made and by whom.

VRS System Administration

3. Fares

The Fares screen is available by clicking the Back Office menu and selecting Fares from the drop down menu.

Fares																																																																														
Select Flight																																																																														
Departing	KHI	Destination	ISB	Via		Via		Via		Fare Code	Search																																																																			
FareID	Depart	Arrive	BookingClass	SeatingClass	Price8	Price7	Price6	Price5	Price4																																																																					
1304	KHI	ISB	C	C	0	0	0	0	0																																																																					
1308	KHI	ISB	J	C	0	0	0	0	0																																																																					
1310	KHI	ISB	D	C	0	0	0	0	0																																																																					
1312	KHI	ISB	Y	Y	0	0	0	0	0																																																																					
1315	KHI	ISB	M	Y	0	0	0	0	0																																																																					
1319	KHI	ICR	P	Y	0	0	0	0	0																																																																					
<div> <div>Fare Details</div> <div> <div> Depart <input type="text" value="KHI"/> Arrive <input type="text" value="ISB"/> Sale City <input type="text"/> Depart/VIA's <input type="text" value="KHI"/> </div> <div> Booking Class <input type="text" value="C"/> Cabin Class <input type="text" value="C"/> Fare Price <input type="text" value="8790.00"/> Currency <input type="text" value="PKR"/> Published IATA Price <input type="text" value="0.00"/> Fare Code <input type="text" value="COW"/> Basis <input type="text" value="C"/> Code <input type="text" value="COW"/> </div> <div> FareID <input type="text" value="1304"/> Fare Title <input type="text" value="COW NORMAL"/> Transit <input type="checkbox"/> No Stop <div> FU <input type="checkbox"/> FB <input checked="" type="checkbox"/> FG/WEB <input checked="" type="checkbox"/> FL/FF/WEB <input checked="" type="checkbox"/> Fare Out of Service <input type="checkbox"/> </div> </div> </div> <div> <div> Segment Price <table border="1"> <thead> <tr> <th></th> <th>Fare</th> <th>Surcharge</th> <th>Tax</th> </tr> </thead> <tbody> <tr><td>1</td><td>6440</td><td>0</td><td>2350</td></tr> <tr><td>2</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>3</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>4</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>5</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>6</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>7</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>8</td><td>0</td><td>0</td><td>0</td></tr> </tbody> </table> </div> <div> Surcharge/Tax Codes for KHI <table border="1"> <tbody> <tr><td>00138</td><td>IQOWC</td><td>+300</td><td>PKR</td></tr> <tr><td>00152</td><td>IQOWY</td><td>+300</td><td>PKR</td></tr> <tr><td>00139</td><td>IQRTC</td><td>+600</td><td>PKR</td></tr> <tr><td>00153</td><td>IQYEH</td><td>+600</td><td>PKR</td></tr> <tr><td>00311</td><td>PK</td><td>+480</td><td>PKR</td></tr> <tr><td>00315</td><td>PK</td><td>+440</td><td>PKR</td></tr> </tbody> </table> </div> <div> Taxes/Charges Applied <table border="1"> <tbody> <tr><td>00423</td><td>PKC/1JAN05</td><td>+1150</td><td>PKR</td></tr> <tr><td>00121</td><td>PQC</td><td>+1200</td><td>PKR</td></tr> </tbody> </table> </div> </div> </div>												Fare	Surcharge	Tax	1	6440	0	2350	2	0	0	0	3	0	0	0	4	0	0	0	5	0	0	0	6	0	0	0	7	0	0	0	8	0	0	0	00138	IQOWC	+300	PKR	00152	IQOWY	+300	PKR	00139	IQRTC	+600	PKR	00153	IQYEH	+600	PKR	00311	PK	+480	PKR	00315	PK	+440	PKR	00423	PKC/1JAN05	+1150	PKR	00121	PQC	+1200	PKR
	Fare	Surcharge	Tax																																																																											
1	6440	0	2350																																																																											
2	0	0	0																																																																											
3	0	0	0																																																																											
4	0	0	0																																																																											
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7	0	0	0																																																																											
8	0	0	0																																																																											
00138	IQOWC	+300	PKR																																																																											
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00423	PKC/1JAN05	+1150	PKR																																																																											
00121	PQC	+1200	PKR																																																																											

Fare Parameters		Fare Rules		Endorsements		Fare Discounts		Advanced	
Group	Min Group Qty <input type="text"/>	Stay	Max Qty Nights <input type="text"/>	Advance	Qty Days <input type="text"/>	Valid Travel Days OUT	Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun <input checked="" type="checkbox"/>	Valid Travel Days BACK	Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun <input checked="" type="checkbox"/>
		For day trips, Qty = 0		Purchase		Valid after time	00:00	Valid after time	00:00
		Min Qty Nights <input type="text"/>				Valid before time	23:59	Valid before time	23:59
Dates Fare Valid	Start <input type="text" value="01/01/2005"/> <input type="button" value=" >"/>	Dates Ticket Valid for Travel		Not Valid Before <input type="text"/> <input type="button" value=" >"/>		Validation occurs on 1st segment		Validation only occurs on 2nd segment of fares with 2 segments	
	Finish <input type="text" value="30/06/2005"/> <input type="button" value=" >"/>	Not Valid After <input type="text"/> <input type="button" value=" >"/>		Baggage Allowance					
		Pieces <input type="text"/> <input type="button" value=" >"/>		Free Allowance <input type="text" value="CK WT"/> <input type="button" value=" >"/>		Kg <input type="text"/> Lb <input type="text"/>			
		UNCK WT <input type="text"/> <input type="button" value=" >"/>							
<div> <div>Add New</div> <div>Save/Update</div> <div>Clear</div> <div>Delete</div> <div>Exit</div> </div> <div>Status</div>									

3.1 Adding a New Fare

For a one way fare enter Origin City in Departing, and Destination City in Arrive, the departing city will automatically populate the first box in the Depart/Via area. For a return fare the Departing/Arrive cities will be the same. The departing city will again populate the first box in the Depart/Via area, it will be necessary to enter the city the return fare is to, in the 2nd box.

If a through fare is being filed, for example a fare LHRNCE, is valid via CDG, Enter LHR in Departing, NCE in Arrive, LHR will automatically populate the first via box, enter CDG in the second via box. No stop box to be enabled when no stopover is permitted. (Still under development)

If the fare is only to be available for sale in a specific city, enter the city in the Sale City box.

Enter the Booking class (fare bucket), Seating class (aircraft cabin) and Fare Code. Enter the Fare Currency and fare for each segment in Segment Price. The Fare Price will automatically be filled in with the total fare for all segments entered. Under Fare Title, enter a brief description for the fare being entered.

FD – If the fare is for company use only i.e not web site or agents enable FD only

FB – If the fare is to be hidden from the website FB box is enabled. (Still under development).

FG/WEB – If the fare is to be available from an FG fare quote transaction, this box needs to be checked. This will also enable the fare in the online booking website.

FL/FF/WEB – If the FL fare quote transaction is used this box will need to be checked. The VRS agents may use the FG transaction, but if the Web site operates in the style of displaying availability and the cheapest available fare for each flight in the same display box must also be checked.

Fare out of Service – If a fare is not to be used enable this box. If a fare is to be made available remove the tick from this box.

FU special developed for specific airline.

VRS System Administration

Fare Parameters

Fare Parameters	Fare Rules	Endorsements	Fare Discounts	Advanced
Group Min Group Qty <input type="text"/>	Stay Max Qty Nights <input type="text" value="30"/> For day trips, Qty = 0 Min Qty Nights <input type="text" value="7"/>	Advance Qty Days Advance Purchase <input type="text" value="0"/>	Valid Travel Days OUT Mon Tue Wed Thu Fri Sat Sun <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Valid after time <input type="text" value="00:00"/> Valid before time <input type="text" value="23:59"/> Validation occurs on 1st segment	Valid Travel Days BACK Mon Tue Wed Thu Fri Sat Sun <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Valid after time <input type="text" value="00:00"/> Valid before time <input type="text" value="23:59"/> Validation only occurs on 2nd segment of fares with 2 segments
Dates Fare Valid Start <input type="text" value="15/06/2004"/> <input type="button" value=" >"/> Finish <input type="text" value="15/12/2005"/> <input type="button" value=" >"/>	Dates Ticket Valid for Travel Not Valid Before <input type="text" value="0"/> No Days after First Travel Not Valid After <input type="text" value="30"/> No Days after First Travel			
Baggage Allowance Pieces <input type="text"/> <input type="text" value="Free Allowance"/> CK WT <input type="text" value="30"/> UNCK WT <input type="text"/> <input type="radio"/> Kg <input type="radio"/> Lb				

It is possible to set restrictions on when a fare is applies such as Advance Purchase, minimum and maximum stay allowed. If the fare is applicable to groups, then specify the minimum group quantity that must be travelling together for the fare to be applicable. Not valid after box in the dates ticket valid for travel will print max validity on ATB's

Enter the date the fare is to be valid for travel by clicking on the arrowhead and selecting the dates from a calendar.

Note – In the case of return fares the validity date will be governed by the outbound travel date.

Advanced Folder - In the single/Return area the radio button should always be set on **Don't Care**.

(The **Single** and **Return** buttons should only be used if you are filing all one way fares and 2 sets of fares are filed for each route. 1 set valid if the complete journey is a one way and these fares should be labeled single. The second set if the journey is part of a return trip, and on these fares the Return button should be selected.)

Baggage Allowance (ATB ticket printing only)

If the baggage allowance is dependent on the fare then this can be entered here. Enter the number of pieces this fare allows the combined checked weight, unchecked weight and select either pounds (lb) or kilos (kg). The baggage allowance will be printed on the passenger ticket.

Ensure that the Fare Out of Service button is not checked.

If the fare is to be available for sale on the Web booking engine, ensure the Web boxes are checked.


3. Fares

VRS System Administration

Discounts

Child Discounts Amount per segment <input type="text" value="67"/> % Fixed Fare <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Student Discounts Amount per segment <input type="text" value="20"/> % Fixed Fare <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>
Infant Discounts Amount per segment <input type="text" value="90"/> % Fixed Fare <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Senior Discounts Amount per segment <input type="text" value="50"/> % Fixed Fare <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>

Discounts can be entered for children, infants, seniors and students on the Fare Discounts tab. The options are a % discount, a fixed price discount, e.g. 20 euros off, or a fixed fare, e.g. 15 euros. In the above example the child has a 67% discount, the infant a 90% discount, the student had a 20 euro (currency of filed fare) discount of each sector of the fare, and the senior pays a fixed fare of 50 euros per sector.

To save, click 

Once the fare has been saved taxes, fare parameters, fare rules and endorsements can be added.

Adding Taxes

To add taxes, click on the specific segment price, and predefined taxes will appear in the Tax Code box. Click on each required tax to highlight it. Click on the arrow to add each one to the taxes applied box. If it is a return fare, click on the 2nd segment price to display the taxes for the return sector and apply as before. Click the Save/Update button.

If taxes apply to a city on **arrival**, select the arriving city from the city dropdown list to display all taxes that apply to the city. As before click on the required tax and add it to the apply box. See diagram on next page

Surcharges under development.

VRS System Administration

Surcharge/Tax Codes for LHE				Taxes/Charges Applied	
<input type="text"/> <input type="button" value="->"/> % Taxes apply to total fares for all segments				<input type="button" value="<-"/>	
00373	PK	H	+580	PKR	▲
00372	PK	Y	+680	PKR	▬
00320	PK		+440	PKR	
00345	PK	CE7DRT	+2080		
00349	PK	N	+500	PKR	
00348	PK	X	+595	PKR	▼
00126	PKC		+1240	PKR	
00127	PQC		+1200	PKR	
00125	SP		+100	PKR	

Adding Fare validations

Fares can be filtered out from fare quotes on bookings by adding fare validations. Minimum/maximum stay, day of the week, time of the day and advance purchase validations can be entered.

Adding Fare Rules and Endorsements

Click on the Fare Rules tab and highlight the rule you wish to apply to the fare, click on the arrow to add it to the Rules Applied window.

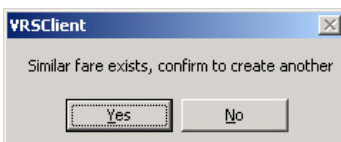
Endorsements are added in the same way from their tab.

Click the update/Save button.

Double click on any rule/endorsement will display the full text in the box bottom right of screen.

Adding multiple sets of similar fares

Note – When adding sets of new fares with similar data it is possible to search and display an existing fare, amend any details, and click add new, an additional fare will then be filed. This prompt will generally be displayed if certain data is the same.



3.2 Deleting a Fare

Enter Departing and Destination City, Fare Code (optional) and click Search.

Note – for a return fare the 2 cities will be the same.

This will display a list of Fares valid for routing selected

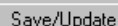
Select fare to be deleted by clicking on it. The line is then highlighted.

Click the Delete button to remove fare from grid.

To see that fare line has been deleted, click the Search button. This will show all the valid fares for this City pair.

The **Fare Out of Service** check box is used for disabling fares without removing them from the system. A fare that is out of service will not appear in a fare quote.

To make an out of service fare functional, select the Fare line from the grid, remove check tick for checkbox and save changes by clicking



3.3 Amending a fare

To amend a fare, enter Departing and Destination City, and click Search.

Note – for a return fare the 2 cities will be the same but you will need to specify the destination in the via box. If the fare is a connecting fare you will need to specify the connecting points as well as the destination also in the via boxes.

A list of fares for the route will be displayed.

Select the fare you wish to amend by clicking on it.

The fare details will then be displayed in the boxes below.

Make any required changes and click Save/Update.

VRS System Administration

4 Agents

The Agents Screen can be accessed via the Back Office tab. It is used to enter the individual agent details together with their access authorizations. The Search facility allows you to find agents' details by entering some piece of data that applies to agent(s) or simply clicking on the search which displays the entire list of Agents.

When the Search button is activated, the filtered records are returned to a grid. To examine a specific record, click on the grid and the record is highlighted with the details presented in the panel below. You can also filter by Issue office codes by clicking on the drop-down and selecting the office and a grid of agents connected to that office would appear.

Once the record is in the detail panel, adjustments may be made to the record and the update button will save changes in to the database.

Agents

Select Agent

Sine Code

Sine Numeric

Search

Short Name

Sine Alpha

Issue Office Code Filter

Duty Code

AgentSineID	SineCode	SineNo	SineAlpha	DutyCode	SecurityLev	ShortName	FullName	City	AirlineID	IssOffCode	IssAgtID
470	2650JB/SU	2650	JB	SU	99	john	videcom test	KHI	E4	KHI100	JZ

Agent Details

SineCode

Short Name

Airline ID

Sine Numeric

Full Name

IssOffCode

Sine Alpha

Security Level

IssAgtID

Duty Code

Country

Agent Type

Default City

Default Currency

Agent Control

Restricted to Issue Office PNR's

Ground Handling Agent - Option to restrict PNR sections

Validate Manual Ticket Number before FOP

Manual Ticket Entry exists before PTKT

Authorised for ETKT activity

Authorised for PTKT activity

Authorised to VOID tickets

RR Authorised

Waitlist Authorised

Sine Suspended

FOP Cash

FOP Cheque

FOP Credit Card

FOP Invoice

Invoice FOP restricted to Issue Office

Credit Check Invoice FOP

Authorised for Manual Fare Quote

Authorise Agent for All Q's

IML/RO Authorised

Validate Class & Fare

Add

Update/Save

Delete

Close

4.1 Adding a New Agent

If a new agent is to be added to the system, click Add. The cursor will now appear in the box entitled Sine Numeric under the section Agent Details. Type in the numeric part of the agent sine, this must be 4 numbers, and then tab to the Sine Alpha box. Enter the two letter code for the Sine Code and again tab to the Duty Code box and enter the two letter duty code. Recommended duty codes are GS for general reservations agents and RC for supervisory staff.

Fill in the Country box with the 2 letter IATA country code of the agents base, in the Agent Type box enter A if airline employee or T if a travel agent accessing the system across the web.

Tab to the Short Name box and note that the box entitled Sine Code has now been automatically populated.

Enter Agent's Short Name, Full Name and Default City where Agent is based. Set Default Currency and Security Level. The security level set will determine how much information the agent is allowed to access and depends on job responsibilities.

Tab to Airline ID and key in the 2 character designator,. Then tab to IssOffCode and select the office the agent is to be assigned to from the dropdown list, tab to IssAgtID and input an ID of alpha/numeric (this ID will be used by the agent when retrieving their end of shift sales report). Whenever it is possible keep the Sine Alpha and the IssAgtID to be the same. Then the same reference is used to locate reports and the reference is stored in the PNR.

An agent can be restricted or authorised to issue ETKT/PTKT (e and paper ticket respectively) by un-checking and checking the boxes respectively. The same can be done for the RR (Re-confirmed) and Waitlist boxes. As for the sine suspended box, a checked box restricts an agent access to VRS. The FOPCash, Cheque, CC and Invoice boxes can be checked according to what the agent is authorised to accept as a method of payment. Other parameters that can be configured include:

Validate Manual Ticket Number before FOP: When ticked, this prevents agents from ending or canceling PNR without a valid ticket number entered. A message appears requesting a ticket number or time limit entered.

Validate Class and Fare: When ticked, this prevents any agent from booking a particular class and selecting the fare of a different class.

VRS System Administration

IML/RO authorised: IML has been explained in detail on Page 9. The RO inventory displays all booking numbers for a particular flight on a particular date. It displays the amount of passengers booked on a class, their ticket and booking status, group passengers on the class. The command entered in VRS to display the example below is **RO/flight no/city pair/flight date**.

CLS- represents class
 BKD number of passengers booked on that flight
 W/L waitlist passengers
 TKT number of ticketed passengers
 NTKT number of non-ticketed passengers
 KL number of passengers in KL status
 RR number of passengers that have been re-confirmed
 HK number of passengers with HK status
 LSV class capacity
 LSS number of seats open for sale.

Example given below.

Exit Configure IP Address Reports Flight Back Office Administration Functions VRS Manuals												
Host Response												
E40126	Sun	01-MAY-2005	KHILHE DC9 CJYHMBXNZ									
LEG	AV	OPN	MAX	CAP	T/B	W/L	GR5					
KHI		118	120	120	0	0	0					
SEG	CLS	BKD	GR5	W/L	TKT	NTKT	KL	RR	HK	LSV	LSS	
	C	0	0	0	0	0	0	0	0	3	3	
	J	0	0	0	0	0	0	0	0	3	3	
	Y	0	0	0	1	0	0	0	1	11	10	
	H	0	0	0	0	0	0	0	0	0	0	
	M	0	0	0	0	0	0	0	0	17	17	
	B	0	0	0	0	0	0	0	0	23	23	
	X	0	0	0	0	0	0	0	0	43	43	
	N	0	0	0	1	0	0	0	1	20	19	
	Z	0	0	0	0	0	0	0	0	0	0	
Total	=	0	0	0	2	0	0	0	2	120	118	
Cabin Seat Limits												
Cabin Limit												
0												

5. Agents

VRS System Administration

Once all necessary data have been entered into these mandatory fields, click Update/Save

An agents view may be restricted to only those PNRs made by his office. This is done by clicking the checkbox restricted to issue office PNRs.

Ground handling agents are restricted from seeing passenger contacts.

4.2 Deleting an Agent

Use search facility to find agent to be deleted. Highlight Agent details by clicking on the row. Click Delete.

To return to Main Screen click Close.

5. Semi-permanent Data

The system's semi permanent data holds information that may be necessary to change over time. This usually contains information about the procedures of the airline.

The Semi-permanent Data screen can be accessed by clicking on the Semi Perm tab under the back Office tab on the main menu bar.

This will display the screen below.



You can make a selection by clicking on the name of the item you wish to configure or by selecting it from the drop down menu provided.

5. Semi-permanent Data

VRS System Administration

5.1 Airlines

Configure Airlines

Name	2 Letter Code	3 Letter Code	Airline Number
Lufthansa	LH	DLH	220

Select	Airline	2 Letter Code	3 Letter Code	Airline Number
select	Avensa	VE	AVE	128
select	BRITISH AIRWAYS	BA	BAW	125

Details of airlines to be handled by VidRes need to be entered here.

5.2 Currencies

The system can be configured to accept multiple currencies. When converting from one currency to another, the base currency is first converted to USD and then from USD to the other currency. Exchanges rates are therefore stored in relation to USD.

VRS System Administration
Configure Currencies

Code	Name	Rate	BSR	Unit
GBP	POUND	1.80	1.80	100
Rounding Except	Rounding Min	Convertible	Start Date (yyyy/MM/dd HH:mm:ss)	End Date (yyyy/MM/dd HH:mm:ss)
0	1	<input checked="" type="checkbox"/>	2003/12/05 00:00:00	3000/12/31 00:00:00
Round Fare to	RoundRound Tax to	Decimals		
10	1	2		

Select	Code	Name	Rate	BSR	Unit	Rounding Except	Rounding Min	Convertible	Start Date	End Date	Fare Rounding	Tax Rounding	Decimals
select	AED	DIRHAM	0.27	0.27	100	0	1	True	2003/12/05 00:00:00	3000/12/31 00:00:00	10	10	0
select	GBP	POUND	1.80	1.80	100	0	1	True	2003/12/05 00:00:00	3000/12/31 00:00:00	10	1	2
select	NUC	Neutral Unit of Currency	1.00	1.00	100	0	1	False	2001/01/01 00:00:00	3000/01/10 00:00:00	1	0.01	2
select	OMR	RIYAL	4.00	4.00	100	0	1	True	2004/04/07 00:00:00	2010/04/07 00:00:00	1	1	0
select	PKR	PAKISTAN RUPEE	15.75	15.75	100	0	1	True	2003/12/05 00:00:00	3000/12/31 00:00:00	10	1	0

To enter a new currency, fill in the following items:

Code This is the three letter currency code

Name Name of currency

Rate This is the IATA rate of exchange for converting between NUC (Neutral Unit of Construction) and the currency being paid.

BSR This is the **Bank Selling Rate** used to convert between currencies. As mentioned above it will always be the rate in relation to USD

Unit Units currency measured in

Rounding Except set to 0.0

Rounding Min Set to 1

Convertible check to indicate it is a convertible currency

Start date Date new currency to take effect

End Date Date when currency details will no longer be valid

Round Fare to This rounds the fare to the nearest value, which is 10 above

Round Tax This rounds the corresponding tax to the value in the box

After completing the relevant fields, click Add to store data.

5. Semi-permanent Data

VRS System Administration

To amend currency information, first select it by clicking on the select field. The row will be highlighted in yellow and the details will appear in the boxes above. Change the data by over-typing the information in the relevant box. Remember to reset Rounding Except to 0.0.

To delete a currency, click the select field corresponding with the field. This will highlight the row, then click the delete button.

Uploading Exchange Rate

After entering the exchange rate, in order for it to take effect, type **ZRATES/FARES** in the host entries area of the main screen and press the enter key. This will upload the new exchange rate and update any fares or taxes that have been filled in a different currency other than the sale currency.

Important Note – Exchange rates must be regularly updated to ensure accurate pricing

5.3 Countries

Configure Countries

Code

Name

Currency

EUR

EUR

GBP

USD

VEB

Add

Amend

Delete

Cancel

Close

Select	Code	Name	Currency Code
select	ES	SPAIN	EUR
select	VE	VENEZUELA	VEB

Before starting a new route, it is important that the details about that country are entered in the system.

To configure a country's details in the system, enter the following:

Code this is the 2 letter IATA country code

Name name of country

Currency select currency code from drop down menu. If currency does not appear in drop down then check to see if its is configured in the

Currency screen

After completing the relevant fields, click Add to store data.

To amend a Country's information, first select it by clicking on the select field corresponding with that row. The row will be highlighted in yellow and the details will appear in the boxes below. Change the data by over-typing the information in the relevant box.

To delete a country, click the selected field corresponding with the field. This will highlight the row, then click the delete button.

5. Semi-permanent Data

VRS System Administration

5.4 Time Zone

Time zones are stored here and will appear in the Cities table dropdown. Enter the 3 letter City code and the time zone in relation to GMT(Greenwich Meridian Time).

Configure Time Zones

Code

Variation

Select	Code	Variation
select	BE	+0200
select	BF	+0000
select	BH	+0300
select	BJ	+0100
select	FR	+0100
select	GB	+0000

5.5 Municipality (Under Development)

Municipality allows you to link airports together under one umbrella. Usually, these are located in close proximity to each other. For example, LON is the municipality code for London who links Heathrow Airport and Gatwick Airport together. It means that by specifying a municipality code, this will return all the airports with that municipality code.

Configure Municipalities

Code

Name

Select	Code	Name
select	LON	LONDON

Enter municipality code, followed by the name (this is usually the name of a city)

VRS System Administration

Click Add to store data.

5.6 Cities

Configure Cities

Code

Name

Minimum Connect Mins

Country

Municipality

Time Zone

Select	Code	Name	Minimum Connect Mins	CountryCode	MunicipalityCode	TimeZonecode
select	BLA	BARCELONA	60	VE		VE
select	CAJ	CANAIMA	60	VE		VE
select	CCS	CARACAS	60	VE		VE
select	LHR	LONDON HEATHROW	90	GB	LON	GB
select	LSP	LAS PIEDRAS	60	VE		VE
select	MAR	MARACAIBO	60	VE		VE
select	MRD	MERIDA	60	VE		VE
select	MUN	MATURIN	60	VE		VE
select	PMV	PORLAMAR	60	VE		VE
select	PZO	PUERTO ORDAZ	60	VE		VE

To configure a city's details in the system enter the following:

Code Enter the IATA three letter city code

Name Enter the name of the city

Minimum Connect mins Enter the minimum connection time allowed

Country Select the relevant country code from the dropdown

Municipality (optional) Select one from the dropdown, or leave blank

Time zone Select the relevant time zone from the dropdown.

Click Add to add the new city to the table.

5.7 Flight Connections

Before the system will show flight connection in its availability display, the allowable connecting routes must be specified. Otherwise the system will check only for direct flights.

5. Semi-permanent Data

VRS System Administration

Configure Flight Connections

Depart	Arrive	Depart 1	Depart 2	Depart 3	Depart 4	Depart 5	Depart 6	Depart 7	Depart 8																																																																																																		
LHR	JNB	LHR	FRA	FCO	JNB																																																																																																						
Start Date			Finish Date																																																																																																								
< August 2004 > <table border="1"> <tr><td>Sun</td><td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr> <tr><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr> <tr><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>			Sun	Mon	Tue	Wed	Thu	Fri	Sat	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	< August 2004 > <table border="1"> <tr><td>Sun</td><td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr> <tr><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr> <tr><td>29</td><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> </table>							Sun	Mon	Tue	Wed	Thu	Fri	Sat	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4
Sun	Mon	Tue	Wed	Thu	Fri	Sat																																																																																																					
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29	30	31	1	2	3	4																																																																																																					
<input type="button" value="Add"/> <input type="button" value="Amend"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/>																																																																																																											

Select	Depart	Arrive	Depart 1	Depart 2	Depart 3	Depart 4	Depart 5	Depart 6	Depart 7	Depart 8	Start Date	Finish Date
select	LHR	ATH	LHR	FRA	ATH						12 Aug 2004	31 Aug 2004
select	LHR	FCO	LHR	CDG	FCO						12 Aug 2004	31 Aug 2004
select	mar	mrd	mar	ccs	mrd						14 Aug 2003	14 Aug 2004
select	MAR	PMV	MAR	CCS	PMV						17 Jun 2003	17 Jun 2005
select	mrd	mar	mrd	ccs	mar						14 Aug 2003	14 Aug 2004
select	mrd	pmv	mrd	ccs	pmv						14 Aug 2003	14 Aug 2004
select	PMV	MAR	PMV	CCS	MAR						17 Jun 2003	17 Jun 2005
select	pmv	mrd	pmv	ccs	mrd						14 Aug 2003	14 Aug 2004

To configure flight connections, the allowable departure cities in a journey must be specified.

- Depart** City where the journey starts, also referred to as origin
- Arrive** City where journey ends, also referred to as Destination
- Depart 1** Origin
- Depart 2** First connection point
- Depart 3** Second connection point, or final destination

Click Add to save data.

To amend flight connection information, first select it by clicking on the select field corresponding with that row. The row will be highlighted in yellow and the details will appear in the boxes below. Change the data by over-typing the information in the relevant box.

To delete a connection, click the selected field corresponding with the field. This will highlight the row, then click the Delete button.

5.8 Product Category

Configure Product Categories

Product Category

Select	ProductCategoryName
select	CALL CENTRE FEE
select	EXCESS BAGGAGE
select	SPECIAL MEALS

It is possible to configure charges for pre-bookable options, which the reservations agent can then add to the PNR.

Categories are defined in this area.

Enter the specific category and click Add.

5. Semi-permanent Data

VRS System Administration

5.9 Products

Configure Products

City

Product Code

GOLF

Product Name

golf clubs

Currency

USD

Product Price

6.00

Product Tax

Product Category

EXCESS BAGGAGE

Add

Amend

Delete

Cancel

Close

Select	AirportName	ProductCode	ProductName	CurrencyCode	ProductPrice	ProductTax	ProductCategoryName
select		CALL	CALL CENTRE FEE	USD	4.00		CALL CENTRE FEE
select		VGML	VEGETARIAN MEAL	USD	5.00		SPECIAL MEALS

Once the product categories have been added, specific products can be added in the Products area.

The City area is disabled.

Enter the 4-letter product code, which will be used in the MPS.

Enter a product name, which will appear in the MPS.

Select the required currency.

Input the product price.

Select the required product category and click Add.

VRS System Administration

5.10 Configure Seats

Configure Seats

Code

Name

Select	Code	Variation
select	DC3	DAKOTA
select	DC9	DC9 Jet
select	EM2	Embraer Brasilia 120

All aircraft configurations must be added here. Add the IATA 3 letter aircraft code and the full name of the aircraft.

5.11 Seat Cabin Limit

SeatCabinLimit

SeatConfig

Cabin Class

High-Low

Limited Quantity

Select	SeatConfig	CabinClass	High-Low	Limited Quantity
select	DC9 Jet	Y	H	50
select	DC9 Jet	Y	L	40
select	DAKOTA	Y	H	32
select	DAKOTA	Y	L	20

This area can be used to set upper and lower limits for cabin capacity. When a schedule is entered, if the inventory is added outside of these limits, the user will receive a warning.

5. Semi-permanent Data

VRS System Administration

5.12 Taxes

Configure Taxes

City:

Operator:

Currency:

Global Tax:

Tax Code:

Sold Inside:

Adult Tax Amount:

Ticket Inside:

Child Tax Amount:

Infant Tax Amount:

Student Tax Amount:

Senior Tax Amount:

Select	City	Currency	Tax Amount	Child Tax	Infant Tax	Senior Tax	Student Tax	Operator	Tax Code	Global Tax	Sold Inside	Ticket Inside
Select	KHI	PKR	1240.0000	620.0000	1240.0000	1240.0000	1240.0000	+	PK C			
Select	KHI	PKR	1200.0000	1200.0000	1200.0000	1200.0000	1200.0000	+	PQC			
Select	LHE	PKR	100.0000	100.0000	100.0000	100.0000	100.0000	+	SP			
Select	LHE	PKR	1240.0000	1240.0000	1240.0000	1240.0000	1240.0000	+	PKC			
Select	LHE	PKR	1200.0000	1200.0000	1200.0000	1200.0000	1200.0000	+	PQC			
Select	LHE	PKR	650.0000	650.0000	650.0000	650.0000	650.0000	+	PQ			
Select	ISB	PKR	100.0000	100.0000	100.0000	100.0000	100.0000	+	SP			
Select	ISB	PKR	1200.0000	1200.0000	1200.0000	1200.0000	1200.0000	+	PQC			
Select	KHI	PKR	600.0000	600.0000	600.0000	600.0000	600.0000	+	spc			
Select	KHI	PKR	1500.0000	1500.0000	1500.0000	1500.0000	1500.0000	+	SFC			
Select	KHI	PKR	250.0000	250.0000	250.0000	250.0000	250.0000	+	PKC			

To configure taxes in order for them to appear in the Fares screen, the following data needs to be entered.

City Select from the dropdown the city to which the tax applies.

Currency Select from the dropdown the currency the tax will be stored in.

Adult Tax Amount Enter the value of adult tax.

Child Tax Amount Enter value for child

Infant Tax Amount Enter infant value if applicable

Student Tax Amount Enter student value

Senior Citizen Tax Enter senior citizen value

Important Note- If values are not keyed in for the child, infant and student etc. the system would assume the adult value for the rest.

Operator Enter + if the tax is a set amount, or % if it is a percentage of the fare.

Tax Code Enter the IATA code for the tax.

Global Tax Select No (Under Development)

VRS System Administration

Sold Inside If the tax applies wherever the ticket is sold, select Don't Care. If the tax only applies if the ticket is sold inside the country of commencement of travel, select Yes. If the tax only applies if the ticket is sold outside the country of commencement of travel, select No.

Ticketed Inside If the tax applies wherever the ticket is issued, select Don't Care. If the tax only applies if the ticket is issued inside the country of commencement of travel, select Yes. If the tax only applies if the ticket is issued outside the country of commencement of travel, select No.

Changing a tax value If a tax value is amended it is necessary to input the host entry **ZRATES/FARES** in the host entry box. This will re-total all the fares in the Fares screen ensuring the new fare price accounts for the new tax level.

5.13 Tax Exemptions

Tax Exemption

Tax
Tax Exempt City
Tax Exempt Pax Type
Agent Type

Add Amend Delete Cancel Close

Select	Tax Code	TaxExemptCity	TaxExemptPaxType	AgentType
select	46-PMV-YN	PMV		
select	46-PMV-YN	LSP		
select	46-PMV-YN	VIG		
select	45-MAR-YN	PMV		
select	45-MAR-YN	LSP		
select	45-MAR-YN	VIG		
select	40-CCS-YN	PMV		
select	40-CCS-YN	LSP		
select	40-CCS-YN	VIG		
select	41-CCS-FT			T
select	47-PMV-FT			T
select	48-MAR-FT			T
select	56-MRD-FT		CH	
select	57-MRD-YN		CH	

Certain taxes can be exempt from specific cities, or specific passenger types. This area can be used to configure these exemptions

Tax - Select the required tax code from the dropdown list.

Tax Exempt City – Select the city from which the tax should not be applied.

5. Semi-permanent Data

VRS System Administration

Tax Exempt Passenger Type - Select the passenger type, which is exempt from the tax.

Agent Type – If user sine-ins assigned as Agent or Airline, are to be exempt from charging the tax when making a booking, select from the dropdown.

5.14 Endorsements

Configure Endorsements

Rule

RESERVATIONS MAY NOT BE CHANGED

Select	Name
select	NON-REF
select	NON-TRANF

This area is used to configure endorsements, which can be appended to fares in the Fares Screen, and later viewed by the reservations agent.

To add an endorsement

Click on the Endorsements window

Type in the endorsement

Click add.

Endorsements may also be amended or deleted.

5.15 Fare Rules

VRS SemiPerm

Where would you like to go? ▼

Configure FRules

Rule

Valid Sat/Sun only

Add
Amend
Delete
Cancel
Close

Select	Rule
select	Change fee EUR50
select	No changes permitted
select	Tarifa para Grupos

This area is used to configure fare rules, which can be appended to fares in the Fares Screen, and later viewed by the reservations agent.

To add a rule:

Click on the Rule window

Type in the rule

Click add.

The rules can also be amended or deleted

5. Semi-permanent Data

VRS System Administration

5.16 Languages

Configure Languages

Code	Name
<input type="text" value="SP"/>	<input type="text" value="SPANISH"/>

Select	Language Code	Language Name
select	EN	English
select	DE	German
select	IT	Italian

Here languages to be used in e/mails can be configured.

5.17 Messages

Configure Messages

CityCode	Address	Address Ext	Message Code	Message Name
<input type="text" value="LHR"/>	<input type="text" value="lhrvccr"/>	<input type="text"/>	<input type="text" value="PNL"/>	<input type="text" value="Passenger Name List"/>
TxMethod	Destination Addr	Sender Addr	Path	
<input type="text" value="Email"/>	<input type="text" value="checkin@bslhr"/>	<input type="text" value="lonres@ba.com"/>	<input type="text" value="j:\out\"/>	

Select	CityCode	Address	Ext	MessageCode	Name	TxMethod	TxMethodAddress	SenderAddress	Path
select	AAA	LHRVCCR		PNL	Passenger Name List	EmailDirect	crc@e4.com.pk	pnl@e4.com.pk	j:\out\
select	AAA	LHRVCCR		PNL	Passenger Name List	EmailDirect	mhafeez@go4b.net	pnl@e4.com.pk	j:\out\
select	AAA	lhrvccr		AVS	AVS Recap	EmailDirect	crc@e4.com.pk	crc@e4.com.pk	C:\mess
select	AAN	LHRVCCR		PNL	Passenger Name List	SITATEXWIN	AANAPXH	KHIRME4	p:\out\
select	AAN	LHRVCCR		PNL	Passenger Name List	SITATEXWIN	BBSKMBA	KHIRME4	p:\out\
select	AUH	LHRVCCR		PNL	Passenger Name List	SITATEXWIN	BBSKMBA	KHIRME4	p:\out\

VRS System Administration

This area is used to configure Sitatext or Email address for the generation of IATA PNL messages from VRS to DCSs at departure airports.

A flight PNL can be generated to multiple addresses.

To configure the address

City Code – Select the flight Departure City from the dropdown list.

Address – Enter LHRVCCR (VRS Sitatext address)

Address Ext. – Leave blank unless advised

Message Code – Select PNL from the dropdown list.

Message Name – Passenger Name List will automatically populate the box.

Tx Method – Select required method from the dropdown list.

Destination Address – Enter the Sitatext or email address of the recipient

Sender Address – Enter LHRVCCR

Path – Select the path from the dropdown, the specific path will be agreed with Videcom engineers.

Click add to add the details to the list.

If sending by TTY (SITATEXWIN) the sender address should be a sita address and if by email (EMAILDIRECT) it needs to be an email address. There are two reasons for this;

1. If the email bounces back, it needs somewhere to go back to
2. Some email systems will reject the message if the sender's address does not look correct, thinking the message is Spam.

Although you can use the Sita service to convert from TTY to email, there is a high cost from Sita for this (more than \$0.50 per message) the system will send an email without any additional cost or translation delay if you use the EMAILDIRECT option.

Note – All new entries here will need to be tested by Videcom prior to first live flights for the specific Departure City.

5. Semi-permanent Data

VRS System Administration

5.18 Messages Translated

Configure Translated Messages

Language

English Text

Translated Text

Select	LanguageName	MessageText	MsgTranslated
<input type="button" value="select"/>	English	Online Booking - Booking Confirmation	
<input type="button" value="select"/>	English	Please do not respond to this email.	
<input type="button" value="select"/>	English	We have made the following booking for you:	
<input type="button" value="select"/>	English	Booking Reference:	
<input type="button" value="select"/>	English	Booking Reference:	

Select language from drop down and the English text from the drop down, then enter the translation in the Msg Translated box. When an e/mail is sent with the request for a specific language the text is taken from these entries.

5.19 Data Base Setup

Database Setup

Server:

User:

Password:

This tells you which server you are connected to. Controlled by Videcom.

6. Security Configuration

VRS System Administration

6. Security Configuration

The security configuration allows you to maintain security levels held in the system. Each agent is given a security level which then determines what section of the system they can access.

To configure system areas:

Select the Security option under the Back Office menu.

In the Security Topic box, a list of the different sections of VRS is displayed i.e. VRSCient, VRSCientEF and VRSSemiPerm. Any of these could be highlighted and the Security Configuration Screen is displayed.

SecurityID	SecurityTopic	SecurityItem	SecurityLevel
1	VRSCient	BackOffice	66
2	VRSCient	Reports	30
3	VRSCient	Config	25
4	VRSCient	Airport	50
5	VRSCient	Test	90
6	VRSCient	VRSessionServerAddress	50
14	VRSCient	Quicktrip	25
8	VRSCient	Agents	75
9	VRSCient	fares	75
10	VRSCient	security	90
11	VRSCient	Schedule	80
12	VRSCient	Tickets	50
13	VRSCient	TktAccounts	75

Detail

Security ID: 9 Security Topic: VRSCient Security Item: fares Security Level: 75

Action: Add New Update/Save Delete Exit

Status:

A security level is assigned to each security item. The security level assigned will enable only users with identical security level or higher to have access to that item.

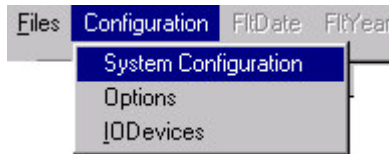
Existing security items can be updated by highlighting the item, making the necessary changes to the security level, and clicking the save/update button. Click the Exit button to return to the Main res Screen.

7. System Configuration

The system's configuration is stored on the VRS Data Server. These servers are generally only available to Videcom for configuration.

To configure system parameters:

On VRS Data Server, click Configuration Menu and select system configuration.



The system configuration screen is displayed.

The screenshot shows a window titled "System Configuration". It has a "Select Airline & Select Parameter" section on the left with dropdowns for "Airline" (BS) and "City" (TSD). The main area contains a table with the following data:

Config	Airline	City	Parameter	Value	Units/Notes
3	BS	TSD	SessionTimeOut	20	mins

Below the table is a "Detail" section with the following fields:

ConfigID	Airline	City	Parameter	Value	Units/Notes
3	BS	TSD	SessionTimeOut	20	mins

At the bottom, there is an "Action" section with buttons for "Add New", "Update/Save", "Delete", and "Exit". Below that is a "Status" section.

7. System Configuration

VRS System Administration

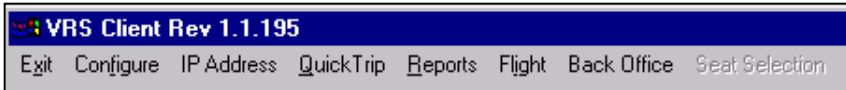
7.1 Configurable Items

End Fare Quote Required	agent will not be able to file booking without doing a fare quote and storing fare (GS agent)
End Contact Required	agent will not be able to file booking without putting a passenger contact in the PNR (GS)
Session Time Out	If the system is left idle longer than the time specified, the users session will end automatically
Eticket Form Number	Your airline three digit code which appears at the start of a ticket number
MPD Form No	Your airline three digit code which appears at the start of a MPD (Multi-purpose Document)
Time Limit Check Minutes	Time interval at which a check is carried out for any expired time limits
Time Limit Queue City	The default Queue City for time limit entries when an alternative city is not specified
Time Limit Queue Number	The default Queue Number for time limit Entries
Time Limit Default Time	The default Queue Number for time limit Entries
Child Maximum Years	The Upper Age Limit for applying a child discount
Child Minimum Years	The age at which infants are now charged child Fare

Tax Infants	Whether or not infants will be charged taxes
--------------------	--

8. VRS Client Configuration Options

This can be accessed by clicking Configure on the Menu Bar.



The Configure screen has 4 options: -

GUI	this allows the user to specify the default settings that appears on the Check-in Screen. This is explained in the section on Check-in GUI Configuration in the User's Manual.
Workstation	allows the user to configure screen size and font that displays on the Res Screen.
Local Printer	local printer configuration screen.
Host Printer	host printer configuration screen.

8. VRS Client Configuration Options

VRS System Administration

8.1 Workstation Configuration Screen

Click on the Workstation option to display the screen below.

The screenshot shows the 'Configure' window with the 'Workstation' tab selected. The 'General' section includes 'Screen Mode' with 'Native Screen' selected, 'Native Screen Size' with 'SVGA' selected, and checkboxes for 'Host Access Panel' (checked), 'Enter = Host Enter' (unchecked), and 'Enable Encryption' (unchecked). There is a 'Screen Font' button and an 'Encryption Key' field. The 'Communications' section has fields for 'TCP/IP Address' (reserver), 'Port', 'ScreenID', 'Report ODBC' (VidRes), and 'VidRes'. An 'Exit' button is located at the bottom right of the window.

Screen Mode

This should be set to Native Screen option as the GUI is currently disabled.

Native Screen Size

This allows you to specify what area of the desktop you want the screen to occupy.

Screen Font

You are able to set the Font style and size which appears on the Reservation Screen. Clicking this button will display the following screen.

8.2 Local Printer Configuration

Click on the Local Printers Tab, the screen shown below appears

The screenshot shows the 'Configure' window with the 'Local Printers' tab selected. The window has a menu bar with 'File' and 'Exit'. Below the menu bar are four tabs: 'GUI', 'Workstation', 'Host Printers', and 'Local Printers'. The 'Local Printers' tab is active, showing a configuration area for printers. The 'Printers' section is expanded, revealing three sub-sections: 'Screen Dump', 'E-Ticket Receipt', and 'Paper-Ticket'. Each sub-section contains fields for 'Printer', 'Font', and 'Scale'. The 'Screen Dump' section also has a checkbox for 'Remove CR LF from VRS server to local screen printer'. The 'Card Reader' section is at the bottom, with a 'Comm Port' dropdown set to '4' and a checkbox for 'Silent Operation'. An 'Exit' button is located at the bottom right of the window.

Configure
File Exit

GUI Workstation Host Printers **Local Printers**

Printers

Screen Dump

Printer: \\WEROX\PRINTSRV\Werox DocuPrint N24/N32/N40 PS2
Screen Print Font: Arial / 12 / False
☒ Remove CR LF from VRS server to local screen printer

E-Ticket Receipt

Printer: \\WEROX\PRINTSRV\Werox DocuPrint N24/N32/N40 PS2
Ticket Font: Arial / 12 / False
ScaleLeft: ScaleTop:

Paper-Ticket

Printer:
Ticket Font:
ScaleLeft: ScaleTop:
Security Code: IssOffCode:

Card Reader

Comm Port:
☐ Silent Operation

Exit

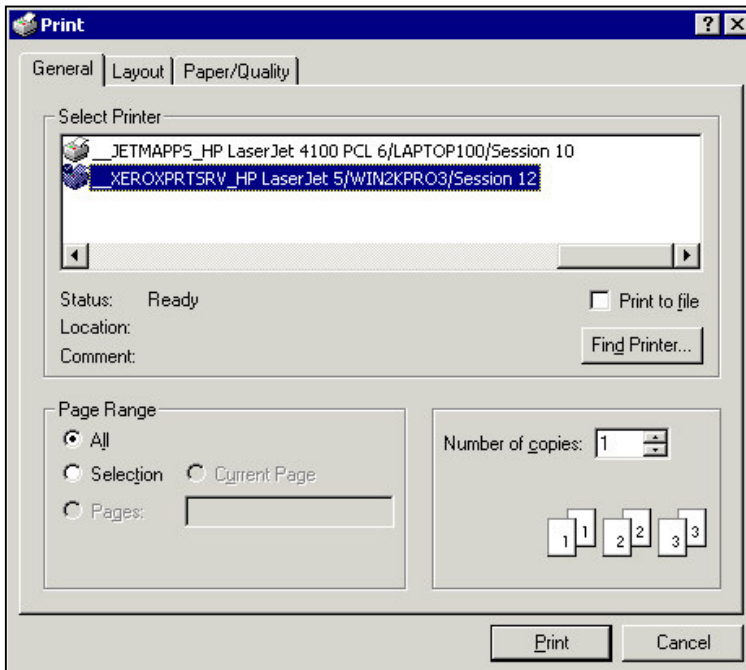
8. VRS Client Configuration Options

VRS System Administration

Screen Dump Printer Configuration

To configure a Screen Dump printer (i.e. print the contents of the client display)

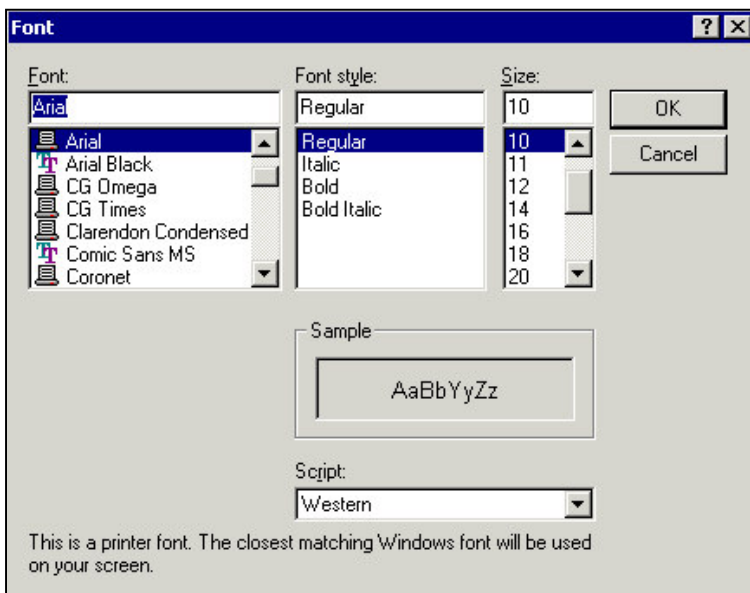
- i) Click on the Printer button below Screen Dump. The dialogue below appears



Select your required printer from the list of available Windows printers. Select your required paper type and quality from the layout + Paper/Quality Tabs. Note that these tabs might vary according to your printer. Click on Print to verify your selection.

VRS System Administration

- ii) Click on the Screen Print Font button for the screen dump printer. The dialogue below is displayed:



Select your required font, style and size from the menus and click on OK.

E-Ticket Receipt Printer Configuration

To configure your E-Ticket Receipt printer follow the same steps as for the Screen dump printer. There are 2 extra configuration options for E-Tickets, Scale left and Scale Top. These allow you to add a header and a left hand margin for your prints. This would be used when printing to pre-printed stock for example.

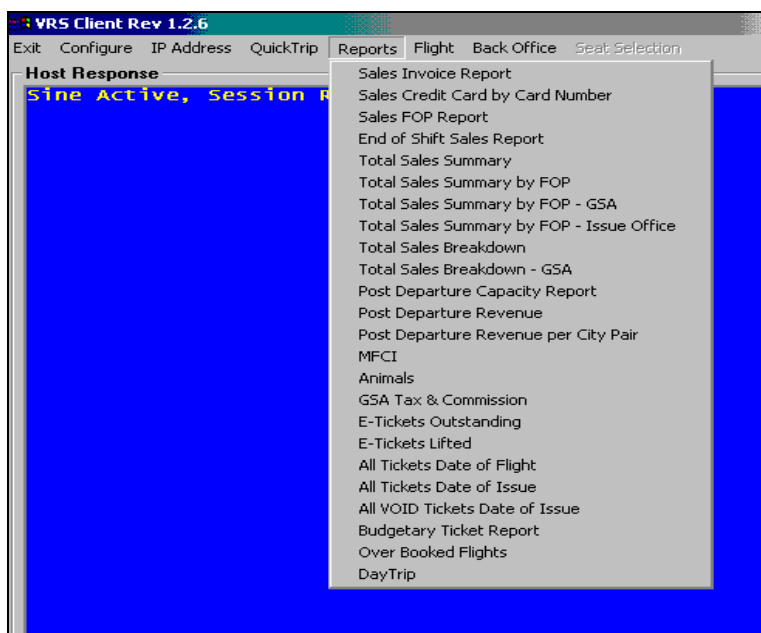
9. MIS Reports within VRS

VRS System Administration

9. MIS Reports within VRS

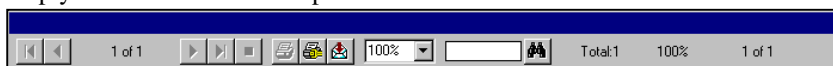
A range of reports are available from the main reservations screen by selecting **Reports** from the menu and scrolling through the dropdown list to the title required. A summary of each is listed below.

These are pre-existing reports, however should a customer have special requirements, it may be possible to tailor the system to suit specific needs.



9.1 Printing and Viewing Reports

When a report has been selected, a toolbar is displayed at the top of the page. The toolbar shows how many pages long the report is, and provides various icons to help you move around the report.



VRS System Administration

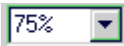
The single arrowhead to left or right allows you to move a page forwards or backwards.



The arrowhead pointing at a line allows you to jump to the last page, or the first page.



The printer icon allows you to print the report to a printer. When you click on it a pop-up screen shows you that the system is defaulting to printing all the report, but alternatively you could click on the Pages Button, and type in From 2 to 2 (just page 2), or From 4 to 5 (pages 4 and 5). You can also request multiple copies. When you have defined the print you want click on OK to print. You can click on Cancel or press the Esc key at any time if you change your mind.



The percentage figure shows you whether the screen display is zoomed in or not. Changing it to a smaller percentage will allow you to see more of the report page on the screen at the same time.



The Search feature allows you to enter some piece of information: location code in the Location Stock Check Report; a container in the VRS Inventory report; then click on the binoculars, and the system will jump to the first instance of that information.

9. MIS Reports within VRS

VRS System Administration

Before a report can be compiled, the system needs to refine the search and so you are presented with a box asking for the Start and Finish dates you wish to view. The date can be selected from a calendar by clicking on the **Start Date** or **Finish Date** button to the right of the data box.

The screenshot shows a window titled "Report Details/Parameters". It contains several sections:

- Date Range:**
 - Start Report Date: 08/Jul/2003 (with a "StartDate" button to its right)
 - Finish Report Date: 10/Jul/2003 (with a "FinishDate" button to its right)
- Options:**
 - Agent ID: [text box]
 - Form of Payment: [dropdown menu]
 - Issue Office Code: [text box]
 - City/Station Code 1: [text box]
 - Invoice Account: [text box]
 - City/Station Code 2: [text box]
- Action:**
 - Cancel button
 - Proceed button
- Status:** [text box]

On the right side of the window, there is a calendar for July 2003. The date 08 is circled in red. Below the calendar, it says "Today: 08/07/2003".

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

It may be necessary to enter further information in the **Options** area of the form depending on the report to be compiled. Any areas not required will be greyed out. Once this data has been entered you may then either clear the screen by clicking on the Cancel button, or begin a search by clicking on **Proceed**.

VRS System Administration**Sales Invoice Report**

Invoice Ticket Sales Between 13/May/2003 & 08/Jul/2003				
For Issue Office ORK001				
<u>TicketReference</u>	<u>PassengerName</u>	<u>TicketCouponType</u>	<u>Fltno1</u>	<u>FltDate1</u>
N47OEE				
EUR				
0999 Geat western				
Invoice				
GX 2300151536	SOUTH/HMRS	E	GX0001	01/11/2003
	0999 Geat western	Total	116.33	
0999 great western				
Invoice Refund				
GX 2300151536	SOUTH/HMRS	E	GX0001	01/11/2003
	0999 great western	Total	-116.33	
N47OEE	Currency Total	ORK001	0.00	
Grand Total EUR 0.00				

The Invoice Sales Report shows invoice payments which can be filtered by issue office or invoice account.

Sales Credit Card by Number

This report breaks down total credit card Sales for specified period by Card type. Under each card type the total amount charged to individual credit cards is shown. There is a total for each card type and subsequently a grand total per Currency.

9. MIS Reports within VRS

VRS System Administration

Sales FOP Report

Report Details/Parameters

Date Range

Start Report Date: 08/Jul/2003 Start Date

Finish Report Date: 08/Jul/2003 Finish Date

Options

Agent ID:

Form of Payment: (Dropdown menu: Cash, Cheque, Credit Card, Invoice)

Issue Office Code:

City/State:

Invoice Account:

City/Station Code 2:

Over Booked Threshold Qty:

☐ Include Archive Records

Action

Status:

The total Sales for a specified period is broken down and grouped by Form of Payment.

End of Shift Sales Report

This requires an Agent ID and is used to show individual sales figures for specified period usually on a daily or weekly basis.

Total Sales Summary

This shows Sales Breakdown per Issue Office on a daily basis by Form of payment, detailing credits, cancellations and refunds.

Total Sales Summary by FOP

The Total Sales by FOP shows the net sales figure for a period, refunds and cancellations are deducted from Credit Sales.

VRS System Administration**Total Sales Summary by FOP – GSA**

Issue Office ORK001			Payment Totals by Agent and Payment Type				
between 01/Jul/2003 and 03/Jul/2003							
			C	I	M	Q	Total
Iain Barker	EUR	01/07/2003	50.00	2,910.28	5,659.21	285.71	8,905.20
		02/07/2003	0.00	1,651.53	770.50	0.00	2,422.03
		03/07/2003	0.00	0.00	70.00	0.00	70.00
		04/07/2003	0.00	125.00	0.00	0.00	125.00
		Total	50.00	4,686.81	6,499.71	285.71	11,522.23
	GBP	01/07/2003	0.00	2,385.00	0.00	0.00	2,385.00
		04/07/2003	0.00	0.00	172.42	0.00	172.42
		Total	0.00	2,385.00	172.42	0.00	2,557.42
Sue Heath videcom	EUR	02/07/2003	0.00	0.00	593.00	0.00	593.00
		04/07/2003	0.00	0.00	0.00	0.00	0.00
		Total	0.00	0.00	593.00	0.00	593.00

Total Sales Summary by FOP – GSA shows net sales figure for a period, refunds and cancellations are deducted from Credit Sales. This report requires only a date entry and defaults to the issue Office of the user running the report.

9. MIS Reports within VRS
VRS System Administration
Total Sales Summary by FOP – Issue Office

Issue Office ORK001							
Payment Totals by Agent and Payment Type							
between 01/Jul/2003 and 08/Jul/2003							
			C	I	M	Q	Total
Iain Barker	EUR	01/07/2003	50.00	2,910.28	5,659.21	285.71	8,905.20
		02/07/2003	0.00	1,651.53	770.50	0.00	2,422.03
		03/07/2003	0.00	0.00	70.00	0.00	70.00
		04/07/2003	0.00	125.00	0.00	0.00	125.00
		Total	50.00	4,686.81	6,499.71	285.71	11,522.23
	GBP	01/07/2003	0.00	2,385.00	0.00	0.00	2,385.00
		04/07/2003	0.00	0.00	172.42	0.00	172.42
		Total	0.00	2,385.00	172.42	0.00	2,557.42
Sue Heath videocom	EUR	02/07/2003	0.00	0.00	593.00	0.00	593.00
		04/07/2003	0.00	0.00	0.00	0.00	0.00
		Total	0.00	0.00	593.00	0.00	593.00

Total Sales Summary by FOP – GSA shows net sales figure for period, refunds and cancellations are deducted from Credit Sales. This report requires a date and an issue office code. The report would include that of GSA's (General Sales Agents) i.e. travel agents inside and outside the country.

VRS System Administration
Total Sales Breakdown

Break Down of Agent EOS Totals between 01/Jul/2003 and 08/Jul/2003				
Iain Barker				
EUR				
01/07/2003				
	Credit Card			
N47OFG		50.00		
	Invoice			
N47OFF		2,910.28		
	Cash			
N47OFG		10,698.26	N47OFJ	223.50
	Cash Refund			
N47OFG		-5,262.55		
	Cheque			
N47OFG		285.71		
02/07/2003				
	Invoice			
N47OFU		1,651.53		
	Cash			
N47OFM		223.50	N47OFR	547.00
03/07/2003				
	Cash			
N47OG2		70.00		
04/07/2003				
	Invoice			
N47OG4		75.00	N47OG5	50.00
	Cash			
N47OG3		50.10	N47OG4	75.00
	Cash Payment Cancelled			
N47OG3		-50.10	N47OG4	-75.00
Total For Currency	EUR		£11,522.23	
GBP				

This report details the who what and when. Total sales for the period is broken down by FOP, listing PNR reference code and total amount per payment type per booking.

9. MIS Reports within VRS

VRS System Administration

Total Sales Breakdown – GSA

Issue Office ORK001				
Break Down of Agent EOS Totals between 01/Jul/2003 and 08/Jul/2003				
Iain Barker				
EUR				
01/07/2003				
Credit Card				
N47OFG	50.00			
Invoice				
N47OFF	2,910.28			
Cash				
N47OFG	10,698.26	N47OFJ	223.50	
Cash Refund				
N47OFG	-5,262.55			
Cheque				
N47OFG	285.71			
02/07/2003				
Invoice				
N47OFU	1,651.53			
Cash				
N47OFM	223.50	N47OFR	547.00	
03/07/2003				
Cash				
N47OG2	70.00			
04/07/2003				
Invoice				
N47OG4	75.00	N47OG5	50.00	
Cash				
N47OG3	50.10	N47OG4	75.00	
Cash Payment Cancelled				
N47OG3	-50.10	N47OG4	-75.00	
Total For Currency EUR				£11,522.23

This report shows the Total Sales break down but is filtered by Issuing Office.

VRS System Administration
Post Departure Capacity Report

Post Departure Report between 10/Jun/2003 and 10/Jun/2003				
			C	Total
ORK	10/06/2003	GX0002	4	4
		Total	4	4
	Total		4	4
Total			4	4

Shows the number of passengers per booking class on each departed flight.

Post Departure Revenue

Post Departure Revenue Report between 10/Jun/2003 and 10/Jun/2003									
ORK		ETKT Value	PTKT Value	Fare	Tax	Total	ETKT	PTKT	Total
		Per Flight	Per Flight				Qty	Qty	Qty
	10/06/2003								
	GX0002	300.00	0.00	300.00	146.46	446.46	4	0	4
	Total Amount 10/06/2003	300.00	0.00	300.00	146.46	446.46			
	Total Amount ORK	300.00	0.00	300.00	146.46	446.46			

Calculates the total revenue gained from each flight post departure.

9. MIS Reports within VRS

VRS System Administration

Post Departure Revenue per City

Post Departure Revenue Report by City Pair between 10/Jun/2003 and 10/Jun/2003							
	ETKT Value Per Flight	PTKT Value Per Flight	Total Fare	Total Tax	ETKT Qty	PTKT Qty	Total Qty
ORK - BHD							
10/06/2003							
GX0002	300.00	0.00	300.00	146.46	4	0	4
Total Amount 10/06/2003	300.00	0.00	300.00	146.46			
Total Amount ORK - BHD	300.00	0.00	300.00	146.46			

Calculates the total revenue gained from each flight post departure by leg.

VRS System Administration

MFCI

Ticket Summary by MFCI for Flight Between 08/Jul/2003 and 08/Jul/2003					
		C	F	M	Total
	GX0004	0	3	1	4
	GX0005	0	1	0	1
	GX0040	0	7	6	13
	GX0041	0	16	4	20
	GX0502	0	2	2	4
	GX0505	0	0	1	1
	GX0510	2	4	1	7
	GX0511	2	3	3	8
	GX0804	0	4	5	9
	GX0805	1	11	7	19
	Total	5	51	30	86
Total		5	51	30	86

Breaks down passenger totals into Male, Female, Child and Infant subtotals on a per flight basis.

Animals

ANIMALS ON BOARD			
Between 10/Jun/2003 & 10/Jun/200			
<u>FltNo</u>	<u>RLOC</u>	<u>Information</u>	
10/06/2003	GX0002	N47NPH	01 AFXS DOGL

Keeps a record of animals traveled over a specified period on each flight.

GSA Tax & Commission

Under-development

E-Tickets Outstanding

Outstanding E-Tickets Between 08/Jul/2003 and 08/Jul/2003					
<u>TicketNumber</u>	<u>PassengerName</u>	<u>PNRCode</u>	<u>Fltno1</u>	<u>FltDate1</u>	<u>Fare</u>
Currency EUR					
Ticket Type E					
GX 2300140698	LONG/AIDANMSTR.CH09	N47IYN	GX0805	08/07/2003	125.00
GX 2300140695	LONG/KEVINMR	N47IYN	GX0805	08/07/2003	125.00
GX 2300140696	LONG/MARIEMRS	N47IYN	GX0805	08/07/2003	125.00
GX 2300140697	LONG/DAVIDMR	N47IYN	GX0805	08/07/2003	125.00
GX 2300140634	SCANNELL/ABBEYMS	N47IYO	GX0805	08/07/2003	100.00
GX 2300140635	SCANNELL/AIDENMS	N47IYO	GX0805	08/07/2003	100.00
GX 2300140631	SCANNELL/MARYMRS	N47IYO	GX0805	08/07/2003	100.00
GX 2300140632	SCANNELL/ANDREWMR	N47IYO	GX0805	08/07/2003	100.00
GX 2300140633	SCANNELL/JAMESMR	N47IYO	GX0805	08/07/2003	100.00
GX 2300140698	LONG/AIDANMSTR.CH09	N47IYN	GX0805	08/07/2003	125.00
GX 2300140695	LONG/KEVINMR	N47IYN	GX0805	08/07/2003	125.00
GX 2300140696	LONG/MARIEMRS	N47IYN	GX0805	08/07/2003	125.00

Shows valid e-tickets not yet used.

VRS System Administration

E- Tickets Lifted

Lifted E-Tickets Between 01/Jul/2003 and 08/Jul/2003						
<u>TicketNumber</u>	<u>PassengerName</u>	<u>PNRCode</u>	<u>Fltno1</u>	<u>FltDate1</u>	<u>Fare</u>	
Currency EUR						
Ticket Type E						
GX 2300151607	WILSON/LMRS	N47OFF	GX1001	04/07/2003	2,857.14	
GX 2300151608	WILSON/PMR	N47OFG	GX1001	04/07/2003	0.00	
GX 2300151609	WILSON/MSTR.CH09	N47OFG	GX1001	04/07/2003	2,857.14	
GX 2300151610	WILSON/MISS	N47OFG	GX1001	04/07/2003	0.00	
GX 2300151611	WILSON/MISS.IN08	N47OFG	GX1001	04/07/2003	1,914.28	
					Ticket Type Total E	7,628.56
Ticket Type M						
GX 2000000820	WILSON/LMRS	N47OFF		01/07/2003	25.00	
GX 2000000821	WILSON/LMRS	N47OFG		01/07/2003	25.00	
GX 2000000822	SUE/SMRS	N47OG3		04/07/2003	50.00	
					Ticket Type Total M	100.00
					Currency Total EUR	7,728.56
Currency GBP						
Ticket Type M						
GX 2000000822	SUE/SMRS	N47OG3		04/07/2003	50.00	
					Ticket Type Total M	50.00
					Currency Total GBP	50.00

Shows all used e-tickets and their value.

All Tickets Date of Flight

All Tickets Between 08/Jul/2003 and 10/Jul/2003 (Date of Flight)									
<u>TicketNumber</u>	<u>PassengerName</u>	<u>PNRCode</u>	<u>Fltno1</u>	<u>DateOfIssue</u>	<u>FltDate1</u>	<u>Status</u>	<u>Tax1</u>	<u>Fare</u>	
Currency EUR									
Ticket Type E									
GX 2300138175	MCGRATH/NOELENMS	N47HS7	GX0807	25/03/2003	10/07/2003	ETKT	17.57		75.00
GX 2300138176	RYAN/EAMONNMNR	N47HS7	GX0807	25/03/2003	10/07/2003	ETKT	17.57		75.00
GX 2300138206	ORIORDAN/CLAIRMRS	N47HSU	GX0503	25/03/2003	10/07/2003	ETKT	17.41		100.00
GX 2300138207	ORIORDAN/ELLENMISS.CH09	N47HSU	GX0503	25/03/2003	10/07/2003	ETKT	17.41		100.00
GX 2300138208	ORIORDAN/JACKMR.IN09	N47HSU	GX0503	25/03/2003	10/07/2003	ETKT	0.00		10.00
GX 2300138452	CRIMMINS/MARIEMS	N47HWA	GX0807	28/03/2003	10/07/2003	ETKT	17.57		75.00
GX 2300138453	HALLEY/THOMASMR	N47HWA	GX0807	28/03/2003	10/07/2003	ETKT	17.57		75.00
GX 2300139154	BRANDON/DECLANMR	N47I9I	GX0813	09/04/2003	09/07/2003	ETKT	5.18		75.00
GX 2300139347	CONNOLLY/MARTINAMS	N47ICB	GX0805	10/04/2003	10/07/2003	ETKT	5.53		75.00

Shows ticket and their value arranged in date of journey order.

All Tickets Date of Issue

**All Tickets Sold Between 01/Jul/2003 and 08/Jul/2003
(Date of Issue)**

<u>TicketNumber</u>	<u>PassengerName</u>	<u>PNRCode</u>	<u>Fltno1</u>	<u>DateOfIssue</u>	<u>Status</u>	<u>Fare</u>	<u>Tax1</u>
Currency EUR							
Ticket Type E							
GX 2300151602	SOUTH/HMRS	N47OFF	GX1001	01/07/2003	ETKT	2,857.14	53.14
GX 2300151602	SOUTH/HMRS	N47OFF	GX2001	01/07/2003	ETKT	0.00	0.00
GX 2300151607	WILSON/LMRS	N47OFF	GX1001	01/07/2003	ELFT	2,857.14	53.14
GX 2300151608	WILSON/PMR	N47OFG	GX1001	01/07/2003	ELFT	0.00	0.00
GX 2300151609	WILSON/MSTR.CH09	N47OFG	GX1001	01/07/2003	ELFT	2,857.14	53.14
GX 2300151610	WILSON/MISS	N47OFG	GX1001	01/07/2003	ELFT	0.00	0.00
GX 2300151611	WILSON/MISS.IN08	N47OFG	GX1001	01/07/2003	ELFT	1,914.28	53.14
GX 2300151617	TEST/AMR	N47OFJ	GX0812	01/07/2003	ETKT	200.00	23.50
GX 2300151619	BLUE/AMR	N47OFM	GX0812	02/07/2003	PTKT	200.00	23.50
GX 2300151620	BLUE/AMR	N47OFR	GX0812	02/07/2003	PTKT	250.00	23.50
GX 2300151621	BLUE/BMS	N47OFR	GX0812	02/07/2003	PTKT	250.00	23.50
GX 2300151622	SAMUELS/BMRS	N47OFT	GX0004	02/07/2003	ETKT	75.00	69.50
GX 2300151623	SAMUELS/SMR	N47OFT	GX0004	02/07/2003	ETKT	75.00	69.50
GX 2300151624	SAMUELS/MISS.CH12	N47OFT	GX0004	02/07/2003	ETKT	75.00	69.50
GX 2300151625	SAMUELS/LMSTR.CH09	N47OFT	GX0004	02/07/2003	ETKT	75.00	69.50
GX 2300151626	SAMUELS/MISS.IN09	N47OFT	GX0004	02/07/2003	ETKT	7.50	0.00
GX 2300151627	SAMUELS/MISS.IN08	N47OFT	GX0004	02/07/2003	ETKT	7.50	0.00

Shows ticket coupons and their value arranged in order of issue date.

All VOID Tickets Date of Issue

**All VOID Tickets Between 14/Mar/2003 and 08/Jul/2003
(Date of Issue)**

<u>TicketNumber</u>	<u>PassengerName</u>	<u>PNRCode</u>	<u>DateOfIssue</u>	<u>Status</u>	<u>Fare</u>
Currency EUR					
Ticket Type E					
GX 2300137554	EDMONDS/MMR	N47HKG	14/03/2003	VOID	75.00
GX 2300137554	EDMONDS/MMR	N47HKG	14/03/2003	VOID	75.00
GX 2300137555	EDMONDS/MISS	N47HKG	14/03/2003	VOID	75.00
GX 2300137555	EDMONDS/MISS	N47HKG	14/03/2003	VOID	75.00
GX 2300137556	EDMONDS/CMRS	N47HKG	14/03/2003	VOID	75.00
GX 2300137556	EDMONDS/CMRS	N47HKG	14/03/2003	VOID	75.00
GX 2300137557	KENNELLY/KMISS	N47HKG	14/03/2003	VOID	75.00
GX 2300137557	KENNELLY/KMISS	N47HKG	14/03/2003	VOID	75.00
GX 2300137565	HIGGINS/JOHNMR	N47HKR	14/03/2003	VOID	75.00
GX 2300137565	HIGGINS/JOHNMR	N47HKR	14/03/2003	VOID	75.00
GX 2300137566	ABBEY/RHONAMS	N47HKR	14/03/2003	VOID	75.00
GX 2300137566	ABBEY/RHONAMS	N47HKR	14/03/2003	VOID	75.00
GX 2300137567	LONG/THOMASMR	N47HKS	14/03/2003	VOID	75.00

This shows a list of all tickets voided over a specified period.

Budgetary Ticket Report

To work in conjunction with an accounting package.

VRS System Administration

Over Booked Flights

A comprehensive list of overbooked flights over a specified period, detailing overbooked numbers.

Day Trip

Day Trip Passenger Report Ticket Analysis From 28/Apr/2003 To 09/Jul/2003			
	<u>Fltno1</u>	<u>Flt_Date</u>	<u>Qty</u>
28/04/2003			
		Total Daytrip Pax	2
GX0002			
	GX0002	Total Daytrip Pax	1
GX0003			
	GX0003	Total Daytrip Pax	14
GX0004			
	GX0004	Total Daytrip Pax	16
GX0005			
	GX0005	Total Daytrip Pax	3
GX0502			
	GX0502	Total Daytrip Pax	5
GX0505			
	GX0505	Total Daytrip Pax	4

This is a customised report specific to certain customers needs.

Once a report has been compiled within VRS it is possible to export the data onto an Excel spreadsheet.

Get Excel Report

At the top of every report is a button. Click on this and you will be required to name the file you will be saving. The data from the report will then be exported and can be viewed in spreadsheet format.

	A	B	C	D	E	F	G	H	
1						All Tickets Between 08/Jul/2003 and 10/Jul/2003			
2						(Date of Flight)			
3									
4	<u>TicketNumber</u>	<u>PassengerName</u>				<u>PNRCode</u>	<u>Fltno1</u>	<u>DateOfIssue</u>	<u>FltDate</u>
5	<u>Currency</u>	EUR							
6	<u>Ticket Type</u>	E							
7	GX 230013817	MCGRATH/NOELENMS				N47HS7	GX0807	25/03/2003	10/07/2
8	GX 230013817	RYAN/EAMONNMR				N47HS7	GX0807	25/03/2003	10/07/2
9	GX 230013820	ORIORDAN/CLAIRMRS				N47HSU	GX0503	25/03/2003	10/07/2
10	GX 230013820	ORIORDAN/ELLENMISS CH09				N47HSU	GX0503	25/03/2003	10/07/2
11	GX 230013820	ORIORDAN/JACKMR.IN09				N47HSU	GX0503	25/03/2003	10/07/2
12	GX 230013845	CRIMMINS/MARIEMS				N47HWA	GX0807	28/03/2003	10/07/2

10. VRS Extended Features

Selecting the Extended Features option on the VRS client screen produces the following options



Reports

VRS Reports

[Capacity vs Reservations](#)[Hotel Bookings](#)[Total Ticket Sales Summary](#)[Hotel Space](#)[Reservations without Ticket](#)[Products](#)[Ticket by Flight Date with FOP](#)[Fares](#)[PNL Transmission](#)[Yield Management Reports](#)[Full Payments](#)[Full Tickets](#)[Full Ticket Calculation](#)[Extended Features Menu](#)**Capacity vs Reservations**

Select the start and end date of the report and click Show Report. (Search by route under development).

The report will display the capacity and reservations of each bucket for each flight. A percentage load factor for each flight will be displayed.

Total figures will show report total capacity, report total reservations and report total load factor. The 'Use Archive Data' box is used if the dates searched is far back and some of data would have been archived to free up some memory space. This box is ticked if the search should include all records including archived ones.

11. Hotel Information in VRS**VRS System Administration****Total Ticket Sales Summary**

This report shows a list of tickets issued in the selected date period. Ticket numbers, pax name, flight number and date, date of ticket issue and fare are displayed.

Total quantity of tickets and total fares show at the end of the report.

Reservations without Tickets

This report displays a list of PNRs that do not contain ticket numbers.

Flight number and date, flight routing, PNR reference number, pax name item number in PNR, and pax name are displayed.

The total number of pax without ticket numbers for the given period is shown at the bottom of the report.

PNL Transmission

Select dates from/to to view report of PNL's sent.

Ticket by Flight Number with FOP

This report displays ticket number, pax name, PNR code, flight number, date of issue, flight date, ticket status (electronic or paper ticket), fare value and FOP code.

VRS System Administration**Yield Management Reports**

The following reports can be selected from this option.

[Flight Revenue](#)
[Flight Availability](#)
[Pax Segment Count](#)
[Fare By Type](#)
[Booking Summary](#)
[Pax Booking Details](#)

[Reports Menu](#)

Flight Revenue

Check the flight date range box to select start and stop date for the report. Data returned can be further refined by inputting route, flight number and booking agent name.

Click Run to view the report.

The following data is returned sorted by flight number.

Pax name / PNR locator / booked date / pax type / agent name / status (HK etc) / fare / tax / payment

Total figures for pax, fare and tax are displayed for each booked bucket.

A grand total of these figures is also displayed for each flight.

If more than one flight has been returned, final figures shown are grand totals for the whole report

11. Hotel Information in VRS**VRS System Administration****Flight Availability**

Select flight date range, route and flight number is optional.

Data returned is sorted by flight date. The following data is displayed,

Flight number / departure time / booked bucket / booked level / capacity
/percentage load factor / bucket price.

Flight Segment Count

For a given period this report displays the number of passenger segments booked by an agent.

Fare by Type

Not active

Booking Summary

Report on number of segments booked over given date range.

Pax Booking Details

Report on passenger contact(s) fare and journey

Payments**Tickets****Charge Breakdown****Full Tickets, Full Ticket Calculation and Full Tax Calculation**

The full tickets report provides all the ticket coupons issued along with the ticket status (whether ELFT OR ETKT) while the full ticket calculation provides the ticket coupons details along with the breakdown of the fare and the tax including which tax codes were used.

VRS System Administration

Sales Office Administration

Sales Office Configuration

Reports

Invoice

Remittance

Ticket Assignment

Ticket Invalidation

Main Menu

Sales Office Configuration

VRS Sales Office Configuration

ID	Sales Office Name	Sales Office City	Sales Office Code / IssOffCode	Filter by City
424	S.S.GHULAM HUSSAIN/ABT	KHI	TIG17515	KHI

Office Address		Posting for Invoice	Fare Commission
Address 1	CB-934/1-MANSERA ROAD,ABE	Activate Posting	Commission
Address 2	330451 T	Posting Period (days)	7
Address 3	0992-330628	Last Post Date	
Country	PK	Post Currency	PKR
PostCode		Credit Limit	150000.000
			Operator
			Percentage

Office Queue	
Queue City	TIG
Queue Number	001

<input type="button" value="Add"/>	<input type="button" value="Amend"/>	<input type="button" value="Delete"/>	<input type="button" value="Cancel"/>	<input type="button" value="Close"/>
------------------------------------	--------------------------------------	---------------------------------------	---------------------------------------	--------------------------------------

	SalesAgentOfficeID	SAOName	SAOCity	SAOIssOffCode	SAOFareCommission	SAOAddr1	SAOAddr2
Select	471	A E R O TRAVELS / KHI	KHI	TKR03102	0	QASRE ZAINAB - CLUB ROAD KHI	5213001 - T
Select	480	AA TRAVELS / KHI	KHI	TKK03505	0	HOTEL REGENT PLAZA KARACHI	5672558 - T

11. Hotel Information in VRS

VRS System Administration

The above sales configuration diagram is used to setup a sales office or travel agency and parameters such as its posting for invoice, credit limit, office Q city and number etc. Firstly, write the name of the office you wish to setup in the Sales Office Name. Then select the city for which this office is to be located from the drop-down in the Sales Office City box. These cities would have to have been setup in Semi-Perm for it to appear in the drop-down. A sales office and issue code needs to be created i.e. LHR001. The address of the office should also be inputted in the address section.

The posting for invoice setting is used to set-up a date when the travel agency or office can post invoice payments received. To activate this setting, the 'activate posting' box needs to be ticked. The posting period should also be filled. The Last post date can be left blank. Post Currency i.e. GBP should be selected from the drop-down. It should also be noted that the currency has to have been created in SemiPerm for it to show in the drop-down. The Credit limit box indicates the total amount the travel agency or sales office can accept in invoice payments. The Limit prevents the particular office from receiving payments in excess of the credit limit amount.

The Fare Commission as the name suggests is the commission the office receives for its sales. The operator below the commission box has two options 'Flat Amount' and 'Percentage'. The flat amount represents a flat fee irrespective of the amount of sales made while percentage represents a percentage of sales made.

Office Queue section includes the Queue City, which is usually the Sale City and the queue number, which is usually, a three-digit number representing which queue the office uses.

The Filter by City drop-down is used to filter the list down to the offices in the selected city. It is quite useful where a large number of offices have been set-up. The filter prevents the user from scrolling through a long list.

Once all the relevant data has been entered, click the add button. If for any reason, there has been an error, the system will display an error message below the Add button indicating where the error has been made.

It should also be noted that the

- credit limit check only works for invoice payments

VRS System Administration

- All agents sined on must be assigned to the office for vrs to recognize the credit limit that means an agent in KHI001 would not have the not be credit checked if she is sined on in KHI002 office.
- To activate the credit check, agents in the office or travel agency that have credit limits assigned to them **must** have these three boxes in the Agents Table ticked. They are FOP Invoice, Invoice FOP restricted to Issue office and lastly Credit Check Invoice FOP.

A new feature has been added where a travel agent can obtain a full sales report of all transactions within a specified date. It appears as a HTML (web) file to the agent. It would only display transactions relating to the Issue Office code. The transaction is **SR/01MAY/31MAY**. This would display a sales report from the 1st May to the 31st May.

Invoice

11. Hotel Information in VRS

VRS System Administration

Travel Agent Invoice

Select Sales Office:

Billing Date:

Remittance Address:

Due Date:

Accepts freeflow text (e.g. On receipt of Invoice)

[View Invoice](#)

[Download Invoice](#)

The invoice payments received by the travel agent can be viewed or downloaded via this page. The travel agent sales office is selected. The billing date is dependent on the number days specified for the posting period in the sales administration window for the selected sales office. If the posting period is set at 7 days when the sales office was created, this means that an invoice would be created and sent on the seventh day starting from the day the sales office was created. An invoice is then subsequently created every seven days of all invoice payments received between the period of the last invoice report created and the present.

Remittance

This is used to remit amounts obtained from travel agents with regard to invoice payments. For example if the credit limit assigned to KHI001 is 200000pkr and the travel agency or office have accepted invoice payments of up to 250000pkr. On the booking where the invoice payment would surpass the Credit Limit, a message would pop up saying you need to remit at least 50,000 to get back into your limit to allow acceptance of the invoice payment.

The sales office is selected from the dropdown. Amount and currency entered.

VRS System Administration

This is usually done when the travel agency or sales office has reached its Invoice credit limit and would need to Remit all or part of the invoice payments back to the Airline to be able to get back into their credit limit.

VRS Travel Agency Remittance

Enter payments made by Travel Agents against invoices here

Filter by Office

ID	Sales Agent Office	Remittance Amount	Remittance Currency	Posting Agent	Post Date
<input type="text"/>	<input type="text" value="HBA Agence"/>	<input type="text" value="125000"/>	<input type="text" value="USD"/>	<input type="text"/>	<input type="text"/>

	TACRemittanceID	SAOCity	SAOIssOffCode	SAOName	RemittanceAmount	CurrencyCode	PostDate	City	SineAlpha	Airline
Select	3	23	FIH104	CTS	1000000.0000	USD	21/01/2005 00:00:00	FIH	SP	177
Select	1	FIH	FIH102	Immoaf	1487.3200	USD	19/01/2005 00:00:00	FIH	GV	175
Select	4	FIH	FIH101	Icare Travel	100000.0000	USD	25/01/2005 00:00:00	FIH	SP	177
Select	2	23	FIH104	CTS	100000.0000	USD	21/01/2005 00:00:00	FIH	SP	177

Ticket Assignment

11. Hotel Information in VRS

VRS System Administration

Ticket Assignment

Filter by City
Filter by Office

ID	Sales Agent Office	First Ticket Number	Last Ticket Number	Global Range	Assignment Date
1803	CRC	1234567891234	1234567891239	<input type="checkbox"/>	9/22/2004 12:00:00 AM

A Global Range can be used by all offices not just the assigned office - useful for international tickets etc

	TicketAssignmentID	SAONName	SAOCity	SAOIssOffCode	FirstTicket	LastTicket	AssignmentDate	SalesAgentOfficeID
Select	1803	CRC	CRC	CRC0001	1234567891234	1234567891239	9/22/2004 12:00:00 AM	463
Select	2416	CRC	CRC	CRC0001	1234567891240	1234567891260	10/8/2004 12:00:00 AM	463

This area is used for airlines storing ticket stock information.

Ticket stock is entered against issuing offices holding the specific batch.

First select the Sales Agent Office from the dropdown list. The name displayed in the box is pulled from the Name box in the Sales Office are of the Semi Perm.

Enter the first number from the ticket stock batch, the system expects 13 digits; the airline numeric ID, the form number, and 6 further digits. Then enter the last number in the batch.

Global Range – When ticket stock is entered under a specific Sales Agent Office, that stock can only be entered in PNRs booked by agents assigned to that office.

If any office can use this batch, select the Global Range option and the tickets from this batch will then be able to be entered in any PNR.

After all the relevant data has been entered, click the Add button. To amend or delete a particular ticket assignment, select the relevant ID and type over what needs to be amended and click the Amend button or click the delete button after selecting.

The 'Filter by City' and the 'filter by office' are used as explained above in the sales configuration section to filter the list according to the city or office selected.

Ticket Invalidation

VRS System Administration

Invalid Tickets

ID	Ticket Number	Ticket Stolen	Black List	Invalid	Date Invalidated
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>

<input type="button" value="Add"/>	<input type="button" value="Amend"/>	<input type="button" value="Delete"/>	<input type="button" value="Cancel"/>	<input type="button" value="Close"/>
------------------------------------	--------------------------------------	---------------------------------------	---------------------------------------	--------------------------------------

	TicketInvalidID	TicketNumber	TicketStolen	TicketBlackList	TicketInvalid	InvalidationDate
Select	4	53200000007	False	True	False	4/1/2004 12:00:00 AM
Select	6	1574401438136	True	False	False	5/23/2004 12:00:00 AM
Select	3	1234567890444	False	True	False	3/30/2004 12:00:00 AM
Select	8	5324204000029	False	True	False	5/23/2004 12:00:00 AM

If a ticket number has been reported as stolen, black listed or invalid, the number is entered in this area.

Enter the ticket number and select the reason it has been invalidated. The date of invalidation automatically populates as today.

Each time a ticket number is entered into a PNR via the 4-1FTKNO..... transaction, this list will be checked. If the number appears in this list the agent will be advised and will be unable to proceed until a valid ticket number is entered.

Hotels

Document available to Hotel Feature users in Chapter 11.

Configuration

Extended Configuration

[Ticket Assignment](#)

[Ticket Invalidation](#)

[VRS Fax Codes](#)

[VRS Operating Parameters](#)

[VRS Test Script](#)

[Class Config](#)

[Extended Features Main Menu](#)

The 'Ticket Assignment' and 'Ticket Invalidation' have been dealt with in sales office administration.

VRS System Administration
VRS Fax Codes
VRS Fax Codes

ID	Fax Code	Fax Description	SSR/OSI	OutOfService	Additional Info Required
<input type="text"/>	<input type="text"/>	<input type="text"/>	SSR ▾	<input type="checkbox"/>	Dont Care ▾
<input type="button" value="Add"/> <input type="button" value="Amend"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/>					

	FaxCodeID	FaxCode	FaxDescription	SSROSI	SSRoutofservice	Addinfo
Select	2	WCHR	WHEELCHAIR (RAMP)	1	0	
Select	3	TKNO	Ticket Number	0		-1
Select	4	AVIH	Asian Vegetarian Meal	1		-1
Select	5	BBML	Baby Meal	1		0
Select	6	BLND	Blind	1		0
Select	7	BSCT	Carry Cot	1		0
Select	8	CHD	Child	0		
Select	9	CHML	Child Meal	1		0

SSR (special service requests) and OSI (other service information) codes are entered here.

A standard default list of SSR/OSI codes is already in VRS, extra codes can be added here as required.

Enter the fax code which should be a standard IATA code, and a short description. Select whether it is an OSI or SSR and also if any supplementary information is required.

11. Hotel Information in VRS

VRS System Administration

VRS Operating Parameters (text to be amended)

VRS Operating Parameters

Airline ID

ID	City	Parameter	Value	Unit
<input type="text" value="627"/>	<input type="text" value="HDQ"/>	<input type="text" value="AgentResLimitSecurityLevel"/>	<input type="text" value="50"/>	<input type="text" value="&nbsp;"/>
ValType <input type="text" value="Numeric"/>		MinVal <input type="text" value="0"/>	MaxVal <input type="text" value="100"/>	
<input type="button" value="Amend"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/>				

	ConfigID	AirlineID	City	Parameter	Value	Units	MinVal	MaxVal
Select	629	E4	HDQ	AgentResLimitC	2	0	0	100
Select	628	E4	HDQ	AgentResLimitF	2	0	0	100
Select	627	E4	HDQ	AgentResLimitSecurityLevel	50	0	0	100
Select	630	E4	HDQ	AgentResLimitY	9	0	0	100
Select	621	E4	HDQ	ATBAuditCoupon	0	-1	0	0
Select	622	E4	HDQ	ATBOfficeCoupon	0	-1	0	0
Select	534	E4	HDQ	AVCNIX	-1	-1	0	0
Select	510	E4	HDQ	AvDisplayMin	5	0	0	24

Some operating options are airline configurable, and can be amended by the customer in this screen. After making changes enter zloadparams on the blue screen to activate.

Changes to this screen generally involve a server reboot, and therefore need to be done with Videcom support.

Below is shown some explanations.

1. AVSegCap

not necessary for you

2. BSChargeOverRideUSD

was done for Sri Lankan Airways

3. BSMaXOverRideUSD

was also done for Sri Lankan Airways

4. CERImageURL

for receipt image when ezrc is done after issuing tickets. Do not need to worry about this.

5. CopyEmailAddr1

e-ticket address can be set to send to another e-mail address. as at now it is etickets@aero asia.com.

VRS System Administration

6. CopyEmailAddr2

Same as above

7. DefaultAVS

Not active

8. DefaultChdOp

Not active

9. DefaultINF : 90?

this is the default (90%) for infant discounts in fares, can change to whatever you want i.e.25% or 0%

10. DefaultNotAfter1 (check with Iain)

This has to do with fares, the figure -1 shows that it is active. If you go into fares below in the fare parameters section there is a section that says 'not valid after' meaning you can set a fare and say it is restricted to spending no less than for eg two weeks before your return date

11. DefaultNotAfterDays

This explains you can have from 0 to 365 it is set at 90 as at now used the default is 90

12. DefaultNotBefore1

Same as above

13. EndCheckifHFS

meaning holding future space meaning can't cancel booking if there is no itinerary. Should be -1 so always active

14. EndCheckRCExempt (ask Iain)

Not necessary for your airline

15. EndContactRequire

agent would not be able to file booking without putting passenger contact

16. EndFareQuoteRequired

agent will not be able to file booking without doing a fare quote and storing fare. Must always be active i.e. set at -1

17. EndItinRequired

agent would not be able to file booking unless itinerary is present

18. EndTKTRequired

agent would not complete booking as long as payment has been taken must issue tickets

19. EticketFormNo

your airline three digit code which appears at the start of a ticket number i.e . can only be between 0 and 999

20. ETktDocbarCodeURL

Not active

11. Hotel Information in VRS

VRS System Administration

21 ETKTDocImageURL

The same as e-ticket web address

22. FareStoreIATAFare

This allows you store IATA fares. This is set to 0 as it is not active

23. FareTAxCodes

This is in the extended functions and contains all the fax codes sent to airport before flight for the different pax e.g some pax might need spml for special meal, wchr for wheel chair. Go to extended fuctions and then configuration, it shows the different APFAX that a pax can request. iT is set to -1 so it is active.

24 FDSecuritylevel

This is FD box in Fares. It means it is only for security level 75 and above that can use this function. The FD box is used for company use only so it restricts agents below 75 and website from viewing or using this fare.

25. FLFareCodes

This is used for the website, the blue screen uses FG so you can pick the lowest fare form the list displayed but if you want the website to do this, you must enable FL and that is why it is set at -1 to make it active

26. FlighTSalesRestrictedLevel

WOULD ASK IAIN

27. FQStoreActive **check with iain**

Allows you store fare. also set at -1 if not after FG

28. GHAAccessCTA

[Not active

29. IATAFareCalcinNUC **check with iain**

[Seun Shittu-Balogun]

30. IOMTTY

Not active

31. OgPath

Not active

32. MPDFormNo

Your airline three digit code which appears at the start of a MPD. This is 125 for BA. MPD is issued when you a charge has added to pnr i.e . cancellation, excess baggage. So the ticket no created for the charge starts with 125

33 PosttolInvoice

This is set on the extended functions sales admin, sales config page where the office is given a period where invoices have to be posted. This has to

VRS System Administration

do with credit limit. It is not active as at now but should be when you go live especially for travel agents where credit limits have to be set

35. RestrictOldFlightChanges **CHECK WITH IAIN**

prevents from changing flights less than 7 days before departure

36. SDSearchDays

not active on vrs

37. SDSearchQty

not active on vrs

38. SLSeachDays

searches for pax with certain word in their pnr i.e. delay. the value 45 represents the number of days that would be displayed on the blue screen

39. SLSearchQty

this represents the length of the list which is set at 75 you can make it higher if you want. So if you do a sl delay search it would show you 1-75 searches on the blue screen

40. SP SearchDays

sp is also a search but will display the PNR number, it is also set at 45 illustrating that it would only show this number of days.

41. SPSearchQty

the length of the list similar to sl 75

42. SQ SearchDays

shows all queued pax for a particular pax name and then continues alphabetically i.e. if you do sptest on screen

43. SQSearchQTY

same as above only this time the list is from 1-75

44. STSearchDays

shows the list of confirmed and queued pax

45. STSearchQty

same as above list is also 75 long

46. TimeLimitCheckMinutes

time interval at which a check is carried out for any expired time limits

47. TktCheckAirID

not active

48. TTLMinHoursB4Flt

not too sure have noted it down ask Iain. PLS REMIND ME!!!!

49. VerifyPNR

allows for e*r to be done. so it checks PNR before allowing end transaction would also ASK IAIN!!!!

11. Hotel Information in VRS

VRS System Administration

50. VRSIPCheckLive

not active videcom enabled

51. VRSIPCheckOffline

videcom enabled

52. VRSLiveIP

videcom uses to access specific carriers vrs

53. WaitlistActive

this is iof a waitlist is to be created for a flight LL is used in VRS but it is not active at the moment as it is set to zero

VRS Test Scripts

VRS Test Scripts

Script avab Add New Script

ScriptID 3 Delete Script

New Script Name

ID
15

Transaction
a1febkhidxb

Validation

Delay
10.00

Insert Before
2

Add
Amend
Delete
Cancel
Close

	TestScriptID	scripttransaction	scriptvalidation	scriptdelay	TestScriptOrder
Select	14	i		10.00	1
Select	15	a1febkhidxb		10.00	2
Select	16	ab5		10.00	3

Client

See VRS User Guide chapter 19 covering the GUI for VRS client.

Archive

[Close](#)

PNR Archive

Locator

PNR

History

Payments

Tickets

Fare Calc

[Search for PNR's](#)

This area is used for saving old PNR's for the purpose of reducing the size of database memory, when large can slow down the system.

Pax Processing

Passenger Processing

[Q Pax without ticket numbers](#)[Move Pax](#)[Duplicate PNRs](#)[Extended Features](#) [Main Menu](#)

11. Hotel Information in VRS

VRS System Administration

Move Pax

MOVE PAX

[Back to Pax Processing Menu](#)

Old Flight No	<input type="text" value="E40120"/>	New Flight Number	<input type="text" value="E40126"/>
Old Flight Date	<input type="text" value="17MAY2005"/>	New Flight Date	<input type="text" value="18MAY2005"/>
Old Depart	<input type="text" value="KHI"/>	New Depart	<input type="text" value="KHI"/>
Old Destination	<input type="text" value="LHE"/>	New Destination	<input type="text" value="LHE"/>

☐ Move All Pax
☒ Select PNRs to move

This section is used to move passengers from one flight to the other if a flight has been cancelled or there has been a change of aircraft. The old flight details are entered as well as the new flight details. There are two options for moving passengers. The first option is to move all passengers on the old flight and the second option is to move some of the passengers on the old flight. If you select the 2nd option (**Select PNRs to move**), a list of PNRs on the old flight are displayed of which the selected ones would be the ones moved to the new flight.

If the old and new flight details have the same booking classes, the process moves the passengers to the booking same class similar to the class there were booked in on the old flight. But if the classes are different, an option of the available classes would appear for you to pick from.

The Move Pax is then clicked when all necessary information have been entered.

When the above process has been completed, on the blue screen the availability of the new flight details does not change automatically. For example, if there were 20 seats available on the Y class and the move pax process has taken 15 seats for the

VRS System Administration

new passengers moved. When an availability for the new flight details city pair, the number of seats available in the Y class would not change (it would still read 20 seats available). To update the availability, an IMC command is entered, this is similar to **IML** command, the only difference is this updates the availability from the LC list.

The **IMC** command is **IMC/E40122/20DEC05/KHIISB**. The format is IMC/FLT NO/FLT DATE/CITY PAIR.

Duplicate PNRs

Find and Queue Duplicate PNRs			
Flight Number	<input type="text" value="e40120"/>	Flight Date	<input type="text" value="17may2005"/>
Queue City	<input type="text" value="crc"/>	Queue Number	<input type="text" value="001"/>
<input type="button" value="GET LIST OF DUPLICATE NAMES"/>			<input checked="" type="checkbox"/> Show PNRs already queued for deletion
Back to Pax Processing Menu			

This section deals with duplicate PNRs. The flight details are entered along with a Queue City and Number where the PNRs would be sent to when the search has been completed. Towards the end of the page above, an option box "Show PNRs already queued for deletion", when ticked displays previous duplicate PNRs that have already been queued to the specific queue selected and have not been deleted.

11. Hotel Information in VRS

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Pax with no Ticket Numbers

Passengers with No Ticket Numbers

Enter a ticket validation number ie airline ID, then the system will place the PNR's with range on to the specified Q if the validation number does not appear in the PNR.

Ticket Validation

Queue City

Queue Number

Flight Number

Start Flight Date

January 2005						
≤						≥
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

End Flight Date

January 2005						
≤						≥
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

This section of the Extended Functions page is used to search for PNR's that have bookings but tickets have not been issued. The Queue city and number are entered to queue the PNR's that have been found within the specified date range. This search can be restricted to a flight number and date range.

11. Hotel Information in VRS

This is can be accessed by clicking on the Extended Client Option on the top menu bar.

[Exit](#) [Configure](#) [IP Address](#) [QuickTrip](#) [Reports](#) [Flight](#) [Back Office](#) [Extended Functions](#)

Select Hotel from the list of options.

The following page is displayed.

Hotel Options

[Hotel Inventory](#)[VRS Reports](#)[Hotel](#)[Hotel Grade](#)[Hotel Room Type](#)[Hotel Room Size](#)[Hotel Room View](#)[Hotel Inventory Generator](#)[Extended Features Menu](#)

There is a specific order in which Hotel information needs to be entered as the information entered in on one screen is needed by another. Hotel Grade, Hotel Room Size and Hotel Room View can be entered in any order but must precede Hotel and Hotel Inventory. Similarly, the Airport or City closest to the Hotel must be configured before attempting to add a new hotel.

11.1. Overview

The layout of the pages are similar. There is a grid at the top of each page for adding and amending information. Information entered is displayed at the bottom of the page.

11. Hotel Information in VRS

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Hotel Standard

ID

Standard/Class

	HotelClassID	HotelClassType
Select	1	Superior
Select	2	First
Select	5	Tourist

11.1.1 To Add New Item

1. Select the field to type into by clicking in the box.
2. Enter the text description for the item.
3. Fill in all the required fields, ignoring any with the label ID as this is automatically updated by the system.
4. Click Add to save

11.1.2 Amending an Item

1. Select the item to be amended by clicking on the word Select.
2. The system highlights the row and the details appear at the top of the page.
3. Enter the changes you wish to make by overtyping.
4. Click Amend to save these changes.

11.1.3 Deleting an Item

1. Select the item to be amended by clicking on the word Select.

VRS System Administration

2. Click Delete button.

When you are finished click the Close button to go back to the Hotel Options Menu.

11.2. Room View

This is a descriptive field only, and will be used when assigning Room Types.

Hotel Room View

ID

View

	HtlRoomViewID	HtlRoomView
Select	1	SeaView
Select	2	GardenView
Select	3	MountainView
Select	4	DuneView

11.3. Room Size

This allows you to enter the maximum number of people allowed in the room.

Hotel Room Size

ID

Room

MaxAdults

MaxChildren

	HtlRoomSizeID	HtlRoomSize	MaxAdult	MaxChild
Select	1	Kingsize	2	2
Select	2	Twin	2	2
Select	3	Suite	3	2

11.4. Hotel Room Type

This allows you to set the room type by selecting the room size and room view from a drop down list of options previously entered.

Hotel Room Type

ID

Room Size
Kingsize ▼

Room View
SeaView ▼

Add
Amend
Delete
Cancel
Close

	HtlRoomSize	MaxAdult	MaxChild	HtlRoomView
Select	Double	2	1	DuneView
Select	Double	2	1	SeaView

11.5. Hotel Description

Before adding a new hotel to the system, check to make sure that the Hotel Grade, Room Type and Room View are already configured. If not, follow the steps in Section 13.1.1 on how to add a new item.

11.5.1 Adding Hotel Details

Hotels

ID <input type="text"/>	Hotel Name/Description <input type="text" value="Parque Da Costeira"/>	Hotel Standard 5 <input type="text"/>	City 73 <input type="text"/>
	<input type="text" value="Tourist"/>	<input type="text" value="NATAL"/>	

Add
Amend
Delete
Cancel
Close

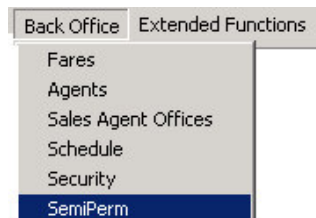
1. Type the name of the Hotel.
2. Select the Hotel Standard from the drop down list . (If Hotel standard not in drop down, select Hotel Standard from the Hotel Options menu and follow the steps outlined in section 13.1.1).
3. Select the City in which the hotel is located from the Drop Down. (If city does not appear in drop down, refer to the section on Adding Cities in the Systems Administrator’s Manual).
4. Click Add to save Hotel details.

11.6. Hotel Price

All Pricing information is stored separate from the hotel information. This makes it easier to update the cost of a package without having to update each individual hotel. A hotel room is viewed as a product which is being offered for sale and subsequently belong to a particular product category.

11.6.1 To Enter a Product Category

Select Back Office from the main menu bar and Click the Semi-Perm option from the drop down Menu.



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VRS SemiPerm

Where would you like to go?

- Airlines
- Cities
- Countries
- Currencies
- Endorsements
- Flight Connections
- FRules
- Languages
- Municipalities
- Messages
- Message Translated
- Products
- ProductCategories
- Sales Offices
- Seat Cabin Limits
- SeatConfig
- Taxes
- Tax Exempt
- Time Zones

The VRS SemiPerm page is displayed.

Select Product Category by clicking the link or selecting it from the drop down menu.

Enter product category description and click the Add button.

When you have finished, click Close to go back to the Semi-perm menu page.

Configure Product Categories

Product Category

Add Amend Delete Cancel Close

Select	ProductCategoryName
select	Administrative Charge
select	Hotel Room Rates
select	Optional Tour Rates

11.6.2 To enter a Product Price

Select Product from the list of Semi-perm options by clicking the link or selecting it from the drop down menu.

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Configure Products

City: Product Code: Product Name:

Currency: Product Price: Product Tax:

Product Category:

Hotel Room Rates:

Select	AirportName	ProductCode	ProductName	CurrencyCode	ProductPrice	ProductTax	ProductCategoryName
<input type="button" value="select"/>		CHNG	Change fee	USD	50.00		Administrative Charge
<input type="button" value="select"/>		SFCD	Superior First Class Double	USD	800.00		Hotel Room Rates
<input type="button" value="select"/>		SFCS	Superior First Class Single	USD	800.00		Hotel Room Rates
<input type="button" value="select"/>		SFCT	Superior First Class Triple	USD	1000.00		Hotel Room Rates

Enter product details by filling in the boxes.

1. Product code is a unique identifier from that product or service and may be an abbreviation of the product name. This must be between 1 and 4 characters.
2. Product name - a brief description of the product or service
3. Currency
4. Product Price
5. Product category - This should contain the categories previously entered on the categories page.

Click Add to save these changes.

Note:- City and Product tax have been disabled as these options do not apply.

11.7. Hotel Inventory

This is where it all starts coming together. Information entered in previous sections are now presented as drop down lists for you to choose from. Hotel

11. Hotel Information in VRS

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inventory must be entered on a weekly basis. Room price is tied to inventory from a particular period as this may vary depending on the date and the season.

Hotel Inventory

ID	Availability Date	Availability Capacity	Qty Reservations
1877	10/29/2004 12:00:00 AM	35	0
Hotel	Room Type	Product	
3	9	20	
Parque Da Costeira		Triple/3/1/SeaView	
		SFCT/SuperiorTriple/1605.0000	
Add	Amend	Delete	Cancel Close

We'll start by selecting the name of the hotel from the drop down list provided. This will be the list of hotels you previous entered (refer to section 13.1).

Select the Room type from the drop down list. Select the room rate for the room type previously selected.

Select the availability date by clicking the date on the calendar. This will populate the Availability Date field.

To select a different date simply click the new date on the calendar and this will amend the date shown in this field.

Use the > to scroll ahead and < to go back.

Enter availability for this room type in the field Availability Capacity.

When you are finished click the Add button to store these changes.

Set Av Date

≤ April 2004 ≥						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
<u>28</u>	<u>29</u>	<u>30</u>	<u>31</u>	<u>1</u>	<u>2</u>	<u>3</u>
<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>
<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>
<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>
<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	<u>1</u>
<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>

11.8. Optional Tours

Tours (city tour, Fernando tours etc.) are entered in a similar way to that of hotels.

Hotels			
ID <input type="text" value="13"/>	Hotel Name/Description <input type="text" value="EXXA2"/>	Hotel Standard <input type="text" value="5"/> <input type="text" value="Excursion"/>	City <input type="text" value="73"/> <input type="text" value="NATAL"/>
<div style="display: flex; justify-content: space-around;"> Add Amend Delete Cancel Close </div>			

1. Enter the tour code in the hotel name field. The tour code **A2** is prefixed with **EXX** in order to differentiate between hotels names and tour codes.
2. Select excursion from the hotel standard drop down list.
3. Select the city where the excursion is available in.
4. Click Add to save changes.

Tour rates are entered via the Products page described in section 13.6.1.

11. Hotel Information in VRS

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Configure Products

City <input type="text"/>	Product Code <input type="text" value="FN1A"/>	Product Name <input type="text" value="Dive Tour Fernando Type A accommodation"/>
Currency <input type="text" value="USD"/>	Product Price <input type="text" value="1754.00"/>	Product Tax <input type="text"/>
Product Category <input type="text" value="Fernando Optional Tour"/>		
<input type="button" value="Add"/> <input type="button" value="Amend"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/>		

Select	AirportName	ProductCode	ProductName	CurrencyCode	ProductPrice	ProductTax	ProductCategoryName
select		FN1A	Dive Tour Fernando Type A accommodation	USD	1754.00		Fernando Optional Tour
select		FNCA	Dive Tour Fernando Type A accommodation	USD	472.00		Fernando Optional Tour
select		FNIA	Dive Tour Fernando Type A accommodation	USD	405.00		Fernando Optional Tour
select		FN1B	Dive Tour Fernando Type B accommodation	USD	1364.00		Fernando Optional Tour
select		FNCB	Dive Tour Fernando Type B accommodation	USD	367.00		Fernando Optional Tour

Tour inventory must be entered similar to that of hotels. See section 13.7 on entering hotel inventory.

11.9. Configuring Hotels on the Web

Hotel and tour codes entered in VRS have to be decoded, so that the appropriate description appears on the web. For example, in the previous section, **A2** was entered as the tour code, which is used to represent a Beach Buggy Trip. It is therefore important that Videcom is notified of any new tour codes and description so that the appropriate description is displayed on the web.

Field			Translation		Language	
		Add			Add	
A2	Save	Delete	Beach Buggy Trip (per adult based on 2 sharing)	null	Amend	Delete
B	Amend	Delete				
C	Amend	Delete				
D	Amend	Delete				
E	Amend	Delete				
H	Amend	Delete				

12. VRS Prompt List

Transaction Summary

*N47ABC - Display PNR
 *[N47ABC] - Display PNR with locator from another CRS
 .3HK - change status of segment to HK/confirmed
 .3/X - set transit flag for segment 3, PAX cant stop at destination
 .3/S - clear transit flag for segment 3
 -2Smith/BobMr/AnneMiss.ch09 - 2 pax, Adult + child of 9
 -12Smith/Bob* - Groups/Incomplete name items terminate with *
 -1Smith/amr.ch[UK.123456789] including passport details (single pax only)
 -12@ - Cancel name item 12, FAX for these pax are also removed
 OBS017Y06SEPPZEISCNN1 - Sell Direct
 OBS017Y06SEPPZEISCLL1 - Sell Direct wait list segment
 OBS017Y06SEPPZEISCOB1 - Sell Direct overbook segment
 OBS017Y06SEPPZEISCQQ1 - Sell Direct open segment
 3FVIP - General FAX
 3X1 - Delete General FAX number 1
 4-2FWCHR - Airport FAX for passenger 2
 4-2S1FRQST2B - Allocate seat 2B for pax 2 on segment 1
 4X2 - Delete Airport FAX number 2
 5-2*2Hello - Remarks for passenger 2
 5**Hello - Remarks followed by sine info
 5X2 - Delete RMKS number 2
 7-1*CNCL25 - Enter Multipurpose charge segment for cancellation, PAX 1
 7-1=2FVGML - Preset Product MPS charge pax 1 segment 2 baggage
 7-1=2FVGMLEUR - Product MPS in a particular currency
 7-1=2*XSBGEUR50 Freeflow - MPS charge pax 1 segment 2 baggage with comment
 7X1 - delete multi-purpose segment
 8/LHR123/1230/14APR - Tkt time limit will Q to LHR,123 at 1230 on April 14
 8/LHR123/1230/14APR - Tkt time limit will Q to LHR,123 at 1230 on April 14
 8/LHR/1230/14APR - Time limit will Q to LHR, configured Q No. at 1230 April 14
 8/14APR - Time limit will Q to agent default City, configured No,time April 14
 8X - Cancel time limit - following E end transaction
 9-2T*123456789EXEC TRAVEL travel agency pax 2
 9H*123456789 Home
 9B*123456789Videcom Business
 9P*123456789 mobile other phone

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9-14A*12 cherry St/London/UK Address for pax 14
9C*12 cherry St/London/UK Address for CC if not as 9A
9E*sales@videcom.com e-mail address for receipt sent by EZRE
9X2 delete CTC 2
*R - display current PNR in AAA
*ABC123 - display stored PNR
*[1A/ABC123] - display PNR sent from another CRS/GDS
*12 - display PNR from a list
*C - display Tax charges for this PNR
*F-1 - display fare calculation details for passenger 1
*H - display PNR editing history
*H/D - display PNR editing history without time information
*18U901/12AUG - display flight inventory history
*T - display ticket information for this PNR
*S - display payment information for this PNR
A01SEPLHRKIN - Availability
A01SEPLHR\$\$\$ - Availability to all cities from LHR
A01SEPLHRKIN-FLTIP:3,Y - Availability + lowest fare in currency of TIP in cabin Y for
A01SEPLHRKIN-FLTIP:3,Y-LHR*CDG - Availability + lowest fare sold in LHR and ticketed
A01SEPLHRKIN-FLTIP:3,Y-LHR*CDG=S - Availability Option + lowest searching Single or R
A01SEPLHRKIN-FLTIP:3,Y-LHR*CDG=S[OWPremium] - Availability Option + lowest searching
A01SEPLHRKIN-FFTIP:3,Y/YLOW - Availability in currency of TIP in cabin Y for 3 pax, s
AB - Reverse city pair from previous availability
AB2 - Reverse city pair from previous availability +2 days
BSIA1111ZZ/GS - Sine On
BSO - Sine Off
CBBS1234/01SEP - Checked PAX && Baggage Manifest
CTBS1234/01SEP - Ticketed PAX List
CMBS1234/01SEP - Checked PAX List
D2/3/12/ - Divide passengers 2,3,12 to new PNR
E - Store current PNR/changes and initialise AAA
E*R - Store current PNR/changes and display/retain PNR in AAA
EMT*R - Issue E Ticket for all MPD segments, retain PNR in AAA
EZA - Print ATB2 tickets for the PNR in the AAA

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EZA2 - Print ATB2 tickets for pax 2 only
EZA2/5/7/ - Print ATB2 tickets for pax 2,5 & 7 only
EZL - Batch Lift all unlifted E Tickets in the PNR
EZT - Issue E Ticket for all pax all segments
EZT*R - Issue E Ticket for all pax all segments, retain PNR in AAA
EZR - Print receipts for all pax in the PNR
EZR3 - Print receipts pax 3 only
EZRE - Send e-mail receipt to e-mail address in CTCE fieldEZRE/EN - Send e-mail with optional language request
EZRC/SP - Counter Receipt with optional language request
EZRP/EN - Display Receipt in Browser
EZRD/EN - Print Receipt
EZRW/EN - Print Receipt with Windows Print Box
EZRP - Print receipts for all pax, Payment 'Pre-Paid'
EZRT - Print receipts for all pax, Payment 'Travel Agent'
EZ3 - Check passenger 3 from CT list and mark ticket as used
EZ3F-2/25 - Check passenger 3 (MFCI) with 2 bags, total checked weight 25
EZX3 - Offload passenger 3 and any baggage, revalidate ticket
EZX/BS 200000002401/01 - ReValidate/Offload MPD/Ticket
EZV* - VOID/Cancel all tickets in the PNR
EMV* - VOID/Cancel all MPD tickets in the PNR
EZV000 0000017923/02 - VOID/Cancel specific ticket coupon
FB
FD- Fare quote for airline in house use only.
FE - Display Endorsements applicable to current PNR
FE*1 - Display Endorsements for fare quote line 1 of current PNR
FE245 - Display Endorsements applicable to Fare 245
FG - Fare Quote for all HK segs, best buy
FG/CDG - Quote in currency of city CDG, sale/ticketing - agent default
FG/CDG-LHR*TIP - currency of city CDG, sale LHR, ticketing TIP
FG[LHRT,CDG:2,Y/14APR,05NOV] - including itinerary to quote in the form City + Class,Q
FG/CDG-LHR*TIP[LHRT,CDG:2,Y/14APR] - subsequent dates of travel default to start of tr
FN - Display fare rules applicable to current PNR
FN*1 - Display fare rules for fare quote line 1 of current PNR
FN245 - Display fare rules applicable to Fare 245
FP - Display Products
FQ - Fare Quote for all HK segments

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FQL - Fare Quote for all HK + HL segments
FQMGBP65.00 Y/32.50/32.50 - Manual Quote, include price for each segment
FS2 - Fare Store Line 2 of fare quote display
FS2-P - Store Line 2 following FG with itinerary
FSL - Fare Store quote by segment
FSM - Fare Store MPS segments
FV - Fare Quote including Private Fares
FX - Cancel Fare Quote
F/TOtouroperator
F/TItourID
I - Ignore current PNR/changes and initialise AAA
LCBS1234/01SEP - List Complete
LCBS1234/01SEPPZEISC - List filtered by city pair PZE-ISC
LCBS1234/01SEP-D - List including Dog Fax DOGL & DOGS
LCBS1234/01SEP-F - List with APFAX against lead PAX
LCBS1234/01SEP~ - Direct list to printer rather than screen
LFBS1234/01SEP - List FAX for a particular flight
LIBS1234/01SEP - List Inbound Connections
LPBS1234/01SEP - Generate PNL
LOBS1234/01SEP - List Outbound Connections
LSBS1234/01SEP - Display Seatplan
LTBS1234/01SEP - List with Tour details
LXBS1234/01SEP-J - List filtered by pax names starting with J
MC100.00-123456/4929784514214**0995 - FOP credit card, - authorisation, /card No. **ex
MK100.00/4929784514214**0995 - CC auto verification & payment,
MK100.00/4929784514214**0995:A Smith#1&123 - :Name #1 Switch Issue No
MK100.00/4929784514214**0995&123 - &Card Security No. from rear of card RHS
M3M100.00 - FOP Cash GBP100 for pax 3
MI-SunTours01 - FOP Invoice followed by account reference
MM - FOP Cash Total Amount
M1M - FOP Cash Total Amount for pax 1
MP - FOP PPP for paper tickets Total Amount
MQ - FOP Cheque
MX3 - Cancel FOP line 3 from PNR, FOP line & cancellation retained in sales report
N12Q2 - Sell from availability 12 seats, class Q from line 2
N4Y2/L - Waitlist 2 economy seats from line 2
QCA - Queue status report
QEP/LHR/123 - Place PNR on Queue P/LHR/123

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QEM/LHR/123 - Place Message on Queue M/LHR/123
 QES/LHR/123 - Place Supervisor Queue S/LHR/123
 Q/LHR/123 - Sine on to work Queue P/LHR/123 - E to move to next item
 QM/LHR/123 - Sine on to work Queue M/LHR/123
 QS/LHR/123 - Sine on to work Queue S/LHR/123
 QRP/LHR/123 - Remove item from Queue P/LHR/123
 QRM/LHR/123 - Remove item from Queue M/LHR/123
 QRS/LHR/123 - Remove item from Queue S/LHR/123
 QX - Sine Off Queue Activity
 OBS017Y06SEPPZEISCNN1 - Sell Direct
 RC-34891290832**0202 - Refund Credit card, include card number and expiry
 RI - Refund Invoice
 R2S3/4/M25 - Refund 25 Cash, cancel ETKT for pax 2 segments 3 && 4
 RQ - Refund ChequeS*Smith-12AUG - Search for passengers on flights after 12 AUG
 S*Smith/12AUG - Search for passengers on flights after 12 AUG
 S*Smith//TMr/12AUG - Search for passenger Smith/tmr on flights after 12 AUG
 S*Smith - Search for passengers on flights beginning with Smith
 SLdelay - Search All PNR lines for the word 'delay' default starts 45 days before toda
 SLdelay/12Aug2001 - Search All PNR lines for the word 'delay' after 12 aug 2001
 SPSmith - Search all passengers beginning with Smith
 Zloadparams Update Extended Configuration in Extended Functions
 ZM/Hello Everybody - broadcast an unsolicited message to all users
 ZPLmyprinter - Assign List printer workstation to this session
 ZPTmyprinter - Assign Ticket printer workstation to this session
 ZRates - Update Exchange rates and CC details
 ZRates/Fares - Update Exchange rates, CC details and fare taxes
 ZUSER - display session information
 *

Ticket Status Codes

ETKT - Valid E Ticket
 PTKT - Valid Paper ticket (electronic record)
 ELFT - Invalid Lifted/used E Ticket
 PLFT - Invalid Lifted/used Paper Ticket - collect coupon !
 ESSS - Invalid Suspended, ETKT change requires additional payment
 PSSS - Invalid Suspended, PTKT change requires additional payment
 ELRX - Invalid Refunded & Cancelled, ETKT
 PLRX - Invalid Refunded & Cancelled, PTKT
 ETKU - Valid Upgraded, ETKT

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PTKU - Valid Upgraded, PTKT

ETKD - Valid Downgraded, ETKT

PTKD - Valid Downgraded, PTKT

Form of Payment Status Codes

MMM - Cash FOP

CCC - Credit Card FOP

MMR - Cash Refund

CCX - Credit Card FOP cancellation

Day Offset Indicators

0130\ -3 days

0130< -2 days

0130- -1 day

0130 same day

0130+ +1 day

0130> +2 days

0130/ +3 days

Symbols in availability indicate qty of days beyond the actual flight start date. The dates shown are local

Symbols in the PNR itinerary indicate the difference between the flight date shown and the dates of departure and arrival.

Supported APFAX & GFAX

AVIH - SSR Animal in Hold

BBML - SSR Baby Meal

BLND - SSR Blind Passenger

BSCT - SSR

CHD - OSI

CHML - SSR

COUR - OSI

CTCA - OSI

CTCB - OSI

CTCH - OSI

CTCT - OSI

DAPO - OSI

DBML - SSR

DEAF - SSR

DBML - SSR

DEPO - OSI

12. VRS Prompt List**VRS System Administration**

DIPB - SSR
DOGL - SSR Large Dog
DOGS - SSR Small Dog
EXST - SSR
FQTV - SSR
FPML - SSR
FRAV - SSR
HNML - SSR
FRAV - SSR
INAD - OSI
INCS - OSI
INF - OSI
KSML - SSR
MAAS - SSRMEDA - SSR
MOML - SSR
NSML - SSR
OTHS - OSI
PETC - SSR Pet in Cabin
PSPT - SSR Passport
RQST - SSR
SEMN - OSI
SPML - SSR
STCR - SSR
STF - SSR
TCP - SSR
TWOV - SSR
UMNR - SSR
VIP - OSI
VGML - SSR
WCHR - SSR
WCHS - SSR
WCHC - SSR
XDHC - SSR Deadhead Crew
FAX in PNR
GFXO - general fax OSI
GFXS - general fax SSR
AFXO - Airport fax OSI
AFXS - Airport fax SSR
AFXS-12 - Airport fax SSR relating to pax 12

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AF01-12 - Airport fax SSR relating to pax 12, segment 1

Miscellaneous Charge Codes

CNCL - Cancellation Charge

XSBG - Excess baggage

XBAG - Excess baggage

XCH